

HPE TIMELESS STORAGE PROGRAM

HPE Technology Refresh Services for HPE Nimble Storage

This data sheet describes HPE Technology Refresh Services available for HPE Nimble Storage arrays as part of the HPE Timeless Storage program.

SERVICE OVERVIEW

The HPE Controller Refresh Service for HPE Nimble Storage, like the [HPE Technology Refresh Service for HPE Primera Storage](#) is part of the [HPE Timeless Storage program](#). Subscription to one of these technology refresh services is an option available when purchasing eligible HPE storage systems as an enhancement to HPE support services. The information in this data sheet supplements the [HPE Nimble Storage Support Services data sheet](#).

SERVICE BENEFITS

The HPE Controller Refresh Service is designed to offer HPE Nimble Storage customers an ownership experience with a simple path to helping keep their storage technology current by providing periodic technology updates. This service also helps to provide a more predictable cost structure as compared to traditional storage ownership. This helps to extend the useful life of the customer's storage assets and create a more sustainable approach to storage ownership.

HPE CONTROLLER REFRESH SERVICE

Under this optional service feature, provided the HPE Nimble Storage customer initially purchases the HPE Controller Refresh Service option with their purchase of an eligible storage array configuration along with qualifying support service coverage, after three (3) years of ownership and after every three (3) years upon renewal (where applicable), HPE will provide a technology refresh of the HPE Nimble Storage array as described in the following section. This technology refresh is subject to the limitations and exceptions described in this data sheet.

SERVICE DESCRIPTION AND LIMITATIONS

The following information pertains to customers who subscribe to the HPE Controller Refresh and associated support services today with a new, eligible HPE Nimble Storage system configuration using one of the services SKUs listed under the [Ordering Information](#) section of this document.

The HPE Controller Refresh Service is an optional service feature available for purchase with HPE Nimble Storage and support services. Purchase of the HPE Controller Refresh enrolls the customer in the Timeless Storage Program for HPE Nimble Storage. Refer to the [Timeless Storage for HPE Nimble Storage brochure](#) for additional benefits of the program.

Service eligibility

In order to be eligible for the HPE Controller Refresh Service, customer must i) initially purchase qualifying support services that include the HPE Controller Refresh Service option at time of Eligible Configuration purchase and ii) prepay for the HPE Controller Refresh Service option for the chosen term (3-year or 5-year term, as described in the following section). In order to receive subsequent refreshes, the customer must continue to renew the HPE Controller Refresh Service. Renewal offers are made at HPE discretion.

Under the terms of this service, upon completion of each 3-year term, HPE provides hardware as determined by HPE to be necessary to upgrade the customer's existing HPE Nimble Storage system to the next-generation HPE Nimble Storage array technology, exclusive of storage media, for a minimum 25% performance increase.¹

HPE or HPE partner will contact the customer prior to shipment of the technology refresh hardware to confirm product specifications and communicate any upgrade prerequisites. See the [Customer Responsibilities](#) section for more information.

The technology refresh hardware provided by HPE is customer self-installable. Installation services must be purchased separately and are not guaranteed to be available. HPE is not responsible for installation or other services required for the technology refresh, or any additional hardware purchased by the customer, as required to meet minimum requirements for the upgraded configuration.

When configured with HPE Nimble Storage dHCI, the HPE Controller Refresh Service applies only to the HPE Nimble Storage array and can only be configured at the time of new HPE Nimble Storage system purchase.

At the time of upgrade, the system must have a minimum of 12 months of support services under agreement through HPE.

HPE Controller Refresh Service term, option A (3-year coverage)

With this option, the customer purchases a 3-year subscription that entitles the eligible system to 3 years of eligible support services and a one-time technology refresh.

After 12 months, the customer can request execution of the technology refresh pending hardware availability. Otherwise, HPE will fulfill the technology refresh hardware at the end of the 3-year term.

Following the initial 3-year subscription period, pending customer renewal of the 3-year subscription to the HPE Controller Refresh Service in conjunction with eligible support services, customer will be entitled to an additional technology refresh for the eligible system which may be exercised after a minimum of 12 months following the renewal, subject to hardware availability.

HPE Controller Refresh Service term, option B (5-year coverage)

With this option, the customer purchases a 5-year subscription that entitles the eligible system to 5 years of eligible support services and a one-time technology refresh.

After 12 months, the customer can request execution of the technology refresh pending hardware availability. Otherwise, HPE will fulfill the technology refresh hardware at the end of the 3-year term.

Following the initial 5-year subscription period, pending customer renewal of the 5-year subscription to the HPE Controller Refresh Service in conjunction with eligible support services, customer will be entitled to an additional technology refresh for the eligible system which may be exercised after a minimum of 12 months following the renewal, subject to hardware availability.

¹ Based on 50/50 read/write random IO at 4K block size, with dedupe and compression enabled, as reported in the HPE InfoSight Primary Storage Sizing Tool.



HPE Controller Refresh Service Media Credit

HPE Timeless Storage customers may be eligible to receive Media Credits toward a new system after completing a minimum of 6 years in the program. Media Credits guarantee future value of the investment customers make when opting in to the HPE Timeless Storage Program by providing discounts on storage media refreshes.

After the completion of a minimum of 6 years of continuous subscription to the HPE Controller Refresh Service, the customer may request Media Credit to be applied toward a new storage array, contingent upon returning the original storage array, inclusive of media.

Media Credit is only applicable to like-for-like purchases, meaning a Media Credit from existing Timeless Storage associated HPE Nimble Storage hybrid storage arrays are applicable to hybrid array purchases only. The raw capacity of the new media purchase must be equal to or greater than the raw capacity of the media that is being returned.

Media Credit value is at the discretion of HPE based on the following guidelines:

- When purchasing 3X your existing capacity, receive 105% credit for existing capacity
- When purchasing 2X your existing capacity, receive 70% credit for existing capacity
- When purchasing 1X your existing capacity, receive 35% credit for existing capacity

Any remaining support services balance remaining on the original asset is credited toward the new purchase in the form of dollar value credit. Exercise of Media Credits is optional to the customer.

Service exception description and limitations

Specifications of the hardware provided as part of the HPE Controller Refresh Service are at HPE's reasonable discretion. Customer may request an exception to substitute the entitled hardware with alternate HPE Nimble Storage hardware. Such exceptions may be requested for an eligible asset after 12 months following the start of the HPE Controller Refresh Service term or renewal. Exceptions are subject to product availability and do not include storage media. HPE is not responsible for installation or support services for any alternate hardware exceptions.

- HPE will not provide any refund or other compensation for any substitutions.
- HPE is not responsible for shipping, handling, duties, or other costs incurred in the delivery of the HPE Controller Refresh hardware.

HPE CONTROLLER REFRESH CUSTOMER RESPONSIBILITIES

In addition to other responsibilities outlined in this data sheet, or otherwise communicated by HPE, the customer is responsible for the following:

- Taking receipt of refresh hardware within 90 days from notification of asset eligibility for the controller refresh.
- Meeting all technical prerequisites required for successful execution of the controller refresh as communicated by HPE prior to execution of the controller refresh.
- Timely return of all replaced hardware in full working condition, undamaged, using the new hardware's packaging as provided by HPE under the HPE return materials authorization (RMA) process.
- Timely renewal of support services for eligible assets, where applicable.



SERVICE LIMITATIONS

Customer may not cancel the HPE Controller Refresh Service prior to the end of the coverage term. If the customer cancels the underlying support services prior to the end of the coverage term, then the HPE Controller Refresh Service will automatically terminate and customer will not be eligible for any refund.

GENERAL PROVISIONS AND OTHER EXCLUSIONS

The following additional terms and conditions apply to the HPE Controller Refresh Service:

- Any new hardware provided under the terms of the HPE Controller Refresh Service does not impact any applicable warranty or services of existing system components not replaced as part of the controller refresh.
- HPE may, from time to time, modify the terms of the HPE Controller Refresh Service or HPE Timeless Storage program for HPE Nimble Storage as set forth in this data sheet and other program documents.
- HPE Nimble Storage may at any time terminate the HPE Timeless Storage Program or HPE Controller Refresh Service with respect to future product purchases.
- To take advantage of this offer, customers that purchase an HPE Nimble Storage array model that is not configured for deduplication may need to purchase a capacity upgrade (to be fully populated with disks).

ORDERING INFORMATION

Services for HPE Timeless Storage program can be purchased using the following SKUs:

3-Year Support Services with HPE Controller Refresh Service

HU2K6A3	HPE NS 3Y NBD PExch L2 CtrlRfr PP Supp
HU2K7A3	HPE NS 3Y NBD PExchDMR L2CtrlRfr PP Supp
HU2K8A3	HPE NS 3Y 4H PExch L2 CtrlRfr PP Supp
HU2K9A3	HPE NS 3Y 4H PExchDMR L2CtrlRfr PP Supp
HU2L0A3	HPE NS 3Y 4H Onsite L2 CtrlRfr PP Supp
HU2L1A3	HPE NS 3Y 4H OnsiteDMR L2CtrlRfr PP Supp
HU2L2A3	HPE NS 3Y NBD Ons L2 CtrlRfr PP Supp
HU2L3A3	HPE NS 3Y NBD OnsDMRL2CtrlRfr PP Supp

5-Year Support Services with HPE Controller Refresh Service

HT7H6A5	HPE NS 5Y FC NBD PExch L2 CtrlRfr Supp
HT7H7A5	HPE NS 5Y FC NBD PExchDMR L2CtrlRfr Supp
HT7H8A5	HPE NS 5Y FC 4H PExch L2 CtrlRfr Supp
HT7H9A5	HPE NS 5Y FC 4H PExch DMR L2CtrlRfr Supp
HT7J0A5	HPE NS 5Y FC 4H Onsite L2 CtrlRfr Supp
HT7J1A5	HPE NS 5Y FC 4H OnsiteDMR L2CtrlRfr Supp
HT7J2A5	HPE NS 5Y NBD Ons L2 CtrlRfr Supp
HT7J3A5	HPE NS 5Y NBD OnsDMRL2CtrlRfr Supp



ORIGINAL PROGRAM TERMS

Customers who purchased the HPE Controller Refresh Service with their HPE Nimble Storage array prior to September 2019 or purchased this service using SKUs other than those listed in the current [Ordering Information](#) section of this document are subject to the original terms and conditions of the program as described in this section.

Option A—3-year coverage

Provided customer has maintained continuous eligible support services with HPE for not less than three years. If customer renews for an additional three years of eligible support services, HPE will, at the beginning of the 3-year renewal coverage period, provide the replacement controllers for the applicable product, which are either (i) the then-current controllers that most closely match, in HPE's reasonable discretion, such product's existing controllers or (ii) the then-current controllers that perform at least 25% faster, in HPE's reasonable discretion, than the product's existing controllers, depending upon the level of eligible support services purchased by customer.

Option B—5-year coverage

Provided customer has maintained continuous eligible support services with HPE for not less than three years, HPE will, at the end of the third year, provide the replacement controllers for the applicable product which are either (i) the then-current controllers that most closely match, in HPE's reasonable discretion, such product's existing controllers or (ii) the then-current controllers that perform at least 25% faster, in HPE's reasonable discretion, than the product's existing controllers, depending upon the level of eligible support services purchased by customer.

Original program, general provisions, and other exclusions

Customers that purchase the entry-level HPE Nimble Storage Adaptive Flash product (HPE Nimble Storage CS1000H Adaptive Flash Array or its equivalent) may need to purchase a capacity upgrade (to be fully populated with disks) to be eligible for this offer.

As a condition to receiving the controller upgrades, customer must take receipt of the upgraded controllers within 90 days from notice (which may include email to customer's designated contact) that a controller upgrade is available, and return the existing controllers to HPE within 45 days from receipt of the upgraded controllers, without limiting the foregoing. Anytime the customer purchases any controller upgrade, whether or not through HPE Nimble Storage Timeless Storage Program, the customer shall return the existing controllers to HPE no later than 45 days from receipt of the upgraded controllers, at customer's expense. Controllers must be returned in full working condition, undamaged, using the new controller's packaging and return HPE RMA process.

HPE may from time to time modify HPE Nimble Storage Timeless Storage Program terms as set forth herein. If HPE makes modifications that have a material and negative impact on customer, any existing products will continue to be governed by the terms in effect immediately prior to such modification until the later of (i) the date the customer next receives upgraded controllers as described above or (ii) the expiration of the current support services renewal coverage period, with respect to the applicable product, after which the modified HPE Nimble Storage Timeless Storage Program terms will apply to such product.

HPE may at any time terminate HPE Nimble Storage Timeless Storage Program with respect to future product purchases.



Flat support renewals

Please refer to the [HPE Nimble Storage Support Services data sheet](#) for details on the current flat support renewal pricing policy for HPE Nimble Storage.

HPE will not increase the renewal rate for support services to distributors and direct customers above the rate for the initial support services for a product purchased by customer (after applying the same support services term and applicable prerenewal, in-rack configuration for the product, excluding any subsequent hardware upgrades to the product including but not limited to controller upgrades, cache upgrades, disk or expansion shelves), provided that such support services remains generally available for the applicable product at the time of the renewal. Customer is not obligated to renew support services.

Notwithstanding the foregoing, in the event of a severe inflation event (defined as annual inflation in excess of 7% as measured by the producer price Index), HPE Nimble Storage and customer will negotiate in good faith, reasonable adjustments to the renewal rate in amount not to exceed the inflation over the period since the last renewal.

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