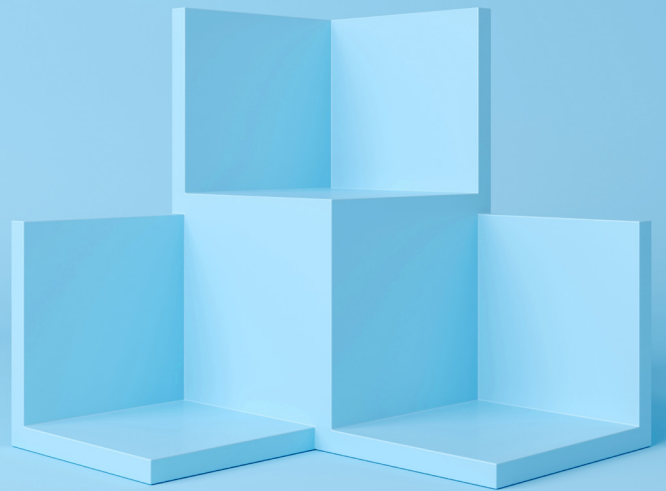# Warranty/Extended Warranty Hardware Support

■ NetApp

For NetApp hardware:

- Warranty Hardware support is included during the original hardware warranty period
- Extended Warranty Hardware Support is available for purchase upon expiration of original hardware
  - For this offering, systems where the configured storage purchased has OS enablement, customer must also purchase a Software Support Plan (SSP) that covers the base storage operating system

The following chart lists the support features of Warranty/Extended Warranty Hardware Support, provided under NetApp's Support Services terms.[1]

Support product feature	Description	Entitlement details for Warranty/Extended Warranty Hardware Support
Remote technical support	Customer may contact NetApp by remote means on a 24/7/365 basis to report an issue.	Included for NetApp hardware purchased.
Replacement parts	NetApp provides replacement parts.[1]	Included
Replacement parts delivery target response objective	NetApp delivers replacement parts within the target response objective.[2] Installation of all replacement parts performed by customer.	Included. **Note:** Replacement parts will be shipped to customer locations for next local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective.
Access to the NetApp Support Site	Customers have access on a 24/7 basis	Included for NetApp hardware purchased.
NetApp AutoSupport™ or Active IQ™ remote support diagnostics tool	Certain NetApp hardware products, when properly installed and configured, will automatically contact NetApp to provide input to assist NetApp in support issue determination and may proactively create technical support cases on behalf of the customer.	Included.

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