

# HPE Installation Service for HPE Edgeline Converged Edge Systems

HPE Installation and Performance Services

## Service overview

HPE Installation Service for HPE Edgeline Converged Edge Systems offers the hardware installation of your new HPE Edgeline System. It is part of a suite of HPE deployment services that are designed to give you the peace of mind that comes from knowing your HPE products have been installed by an HPE authorized service specialist per the product's documentation.

## Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Offers installation by an HPE authorized service specialist
- Provides service delivery at a mutually scheduled time convenient to your organization
- Ensures verification prior to installation that all service prerequisites are met

## Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVTs)



**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	Before installation, a service specialist will conduct a remote service planning meeting to review and verify if the Customer meets all requirements and prerequisites for this installation service. The service specialist will then schedule the service delivery at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer, which shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed upon by HPE.
<b>Service deployment</b>	<p>HPE will perform the following deployment activities:</p> <ul style="list-style-type: none"> <li>• Removal of the HPE Edgeline product from the packaging</li> <li>• Installation of the HPE Edgeline product according to the product documentation</li> <li>• Setting up eligible HPE hardware options (purchased in the same order) into the system enclosure</li> <li>• Installation of the HPE Edgeline product into a previously installed rack, if applicable</li> <li>• Installation of the HPE Edgeline product on an HPE approved wall mounting base panel if the Customer has previously installed the panel per the manufacturer's specifications and provides any additional mounting hardware needed at the time of service delivery</li> <li>• Consolidation of all packaging materials in a nearby location designated by the Customer and notification to the Customer when the materials are ready for disposal</li> </ul>
<b>Installation verification tests</b>	A service specialist will run the standard IVTs required for this service, specific to the product being installed.

## Service eligibility

In addition to any other prerequisites or eligibility requirements that apply as communicated by HPE, the Customer must meet the following prerequisites for the service delivery:

- Have a new HPE Edgeline Converged Edge System.

## Service limitations and exclusions

The service is limited to installing one (1) HPE Edgeline System at one Customer location.

Excluded from this service are activities such as, but not limited to, the following:

- Service deployment on hardware not covered by an HPE warranty or support agreement
- Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party authorized personnel to install, repair, maintain, or modify hardware, firmware, or software
- Planning, design, or assessment of the Customer's computing environment
- Site inspection and preparation activities such as a comprehensive analysis of the Customer facility's power, cooling humidity, airborne contaminant, vibration levels, and determination of whether the data center's raised floor has sufficient structural capability to accommodate the weight of newly installed equipment
- Reconfiguration of any existing IT infrastructure, external cabling, and such
- Application integration or integration of third-party products or peripherals not included in the system
- Assembly of external storage devices
- Installation of wall-mounting base panels, assembly of racks or other computer room site preparation, and reconfiguration of factory-configured solution
- Installation of components under the heatsink (where applicable)
- Verification that the latest device firmware is loaded
- Installation of software products
- Setting up of the system for remote access by the Customer, configuration of OS network parameters to establish network connectivity; remote support setup for automatic case creation during hardware failures
- Configuration of HPE Integrated System Manager (iSM) or HPE iLO
- Any services not clearly specified in this document



## Customer responsibilities

The Customer will:

- Contact HPE within 90 days from the date of purchase to schedule the service delivery
- Place the equipment in the immediate location where the installation service will take place
- Designate a person from your staff who, on your behalf, will grant all approvals, provide the information needed, ensure that all hardware that the service specialist will need to deliver this service is available and otherwise be available to assist HPE in facilitating the service delivery
- Review, complete, and provide the predelivery checklist to the service specialist before service delivery; HPE can perform an on-site environmental site review for an additional fee
- Ensure that all service prerequisites as identified during service planning or otherwise communicated, have been met prior to the service delivery
- Allow HPE full and unrestricted access to the location where the service is to be performed
- Provide a suitable work area for the service delivery, including access to an outside telephone line and power
- Be responsible for all data backup and restore operations
- Ensure the system is freely accessible and can be installed without the use of additional tools or equipment, including ladders, to perform the service; custom services may be available from HPE if the Customer cannot meet the foregoing requirements; contact your HPE representative for a specific quotation
- Ensure that HPE approved wall-mounting base panels have been installed on location according to the manufacturer's product documentation
- Make sure the HPE approved rack, rack-mount kits to which the device will be attached are available and sufficient rack space has been allocated
- Ensure that the environment where the products will be installed does not pose a potential health or safety hazard to HPE authorized representative performing the services
- Dispose of packaging materials

## General provisions / other exclusions

HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements the Customer does not meet.

HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase. Our ability to deliver this service depends upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to us.

The Customer acknowledges and agrees that HPE may use resources outside the country of purchase to deliver these services unless otherwise specified as part of a service feature description.

Any services outside the HPE standard business hours may be subject to additional charges. Travel charges may apply, consult your HPE local office.

## Supplemental terms

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.



## Ordering information

This service can be ordered using the following service product numbers:

- HF8N3E or HA113A1#5MP — HPE Install Edgeline 300 SVC
- H2EL1E or HA113A1#5BR — HPE Install Edgeline 1000 SVC
- H2EL2E or HA113A1#5BU — HPE Install Edgeline 4000 SVC

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