

Installation and startup service for direct liquid-cooled systems from HPE

HPE Lifecycle Services

Service overview

The installation and startup service for direct liquid-cooled (DLC) systems from HPE provides for the installation of the DLC rack from HPE and the Rack Cooling Distribution Unit (CDU).

The service provides site readiness verification, installation planning and management, unpacking, plug-ins for the system, hose connection of the CDU to facility plumbing and cooling verification, and more. Customers who wish to purchase this service can order using the service product number specified in the Ordering information section for each HPE DLC rack.

Service benefits

- Dedicated and experienced High-Performance Computing (HPC) Installation Project Manager (IPM) to oversee the implementation of the service engagement
- Verification prior to installation that all service prerequisites have been met
- Installation and startup by a team of HPE service delivery specialist
- Availability of an HPE service delivery specialist to answer basic questions during service delivery
- Service delivery at a mutually scheduled time convenient to the Customer

Service feature highlights

- Deployment management
- Service planning
- Site readiness verification checklist
- Installation and startup
- Installation verification tests (IVTs)
- Customer-orientation session



Table 1. Service features

Service features	Delivery specifications
Deployment management	<p>An HPC IPM is assigned to help remotely manage the deployment of the DLC system from HPE. The IPM works closely with the Customer and performs the following tasks as part of deployment management:</p> <ul style="list-style-type: none"> • Coordinate the activities detailed in this data sheet • Project manage the overall delivery and installation
Service planning	<p>The IPM works with the Customer to plan all in-scope activities identified in this data sheet, including identifying any prerequisites and Customer responsibilities. The IPM schedules the on-site service delivery at a time mutually agreed upon by HPE and the Customer, which will be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE.</p> <p>The IPM performs the following tasks as part of service planning:</p> <ul style="list-style-type: none"> • Scheduling and confirming the installation dates with the Customer and the HPE service delivery specialist • Communicating and confirming the planned DLC system from HPE delivery date with the Customer and the HPE service delivery specialist
Site readiness verification checklist	<p>The IPM works with the Customer to help communicate physical site requirements for the DLC system from HPE. The IPM also receives subsequent Customer validation that the requirements have been met prior to delivery of the installation services. Verification areas include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Location, flooring structure, and openings for power and network cables • Accessibility from the building entrance to a designated position in the data center • Power and lighting considerations • Safety considerations • Cooling considerations • Water preparation considerations (required facility plumbing and piping)
Installation and startup	<p>Once the purchased DLC system from HPE has been configured at the factory (requires purchase of appropriate level of Factory Express services) and delivered to the Customer site, the HPE service delivery specialists arrive on-site to perform the installation and startup services.</p> <p>Hewlett Packard Enterprise provides the applicable installation activities for the Customer's system based upon the order and applicable options purchased with it, subject to the service limitations as follows:</p> <p>CDUs:</p> <ul style="list-style-type: none"> • Verify Customer's hardware is correct • Verify DLC compute blades are received per the Customer's hardware order • Install one (1) DLC rack • Make physical water connections to building facility supply and return • Link power to the rack/cabinet as required facility: • Confirm that the secondary water loop between DLC rack/cabinet and the chassis is functional • Verify network connections are connected within the DLC systems where multiple racks are involved • Verify CDU functionality using HPE standard functional test procedures • Finalize installation of insulation of plumbing where applicable based on temperature • Complete Configuration of CDU parameters • Validate cooling infrastructure is operating correctly • Connect Customer-provided network cables between racks • Power on the system <p>Rack/cabinet:</p> <ul style="list-style-type: none"> • Connect network cables between racks • Move packing materials to a designated spot on the same floor near installation location for disposition by the Customer
Installation verification tests	HPE runs the appropriate IVTs required for this service.
Customer-orientation session	<p>On the installation day, the HPE service delivery specialist conducts an orientation session of up to one (1) hour on basic product usage and special features, and is available to answer questions, as appropriate. HPE orientation session is provided upon completion of the installation, and the Customer is responsible for providing the necessary logistics to conduct it and ensuring attendance at this session.</p>



Service limitations

The services are performed during HPE local business days and hours, excluding HPE holidays. The on-site service is delivered as a single event at one physical site on a single DLC system from HPE. This service does not include the installation of an ARCS rack or the RDHX & Floor CDU.

Service eligibility

Customers are eligible for the service delivery if they meet the following prerequisites:

- The Customer must have ordered a new DLC system from HPE or HPE authorized partner
- The Customer must have purchased Factory Express level 3, 4, or 5 solutions
- The Customer must have all required power sources, water sources, and network infrastructure in place as communicated by HPE and ensure it is functioning prior to the scheduled on-site service
- The Customer must ensure that the site, cable runs, and power outlets conform to all local fire and electrical codes and the HPE recommended specifications
- The Customer must have documented basic server and network customization requirements, such as network settings (host name, IP address, subnet, and gateway), prior to service kickoff, before the system ships. If this information is not provided, it could result in unnecessary delays
- The Customer must have conformed to all the guidelines and requirements in the site preparation guide prior to the scheduled on-site service
- The Customer must meet all prerequisites prior to scheduling on-site delivery of the service

Customer responsibilities

The Customer will:

- Contact an HPE service delivery specialist within 90 days of the date of purchase to schedule the service delivery
- Identify a dedicated project manager to work with the IPM to prepare for the system's build, configuration, testing, shipment, installation, deployment/integration, and acceptance
- Ensure that all service prerequisites have been either met as identified in this data sheet or as communicated to the Customer
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will do the following:
 - Grant all approvals
 - Provide information
 - Ensure that all hardware, firmware, and software are available for the HPE service delivery specialist
 - Confirm that the software products are properly licensed and available to assist HPE in facilitating the service delivery
- Empower the Customer technical contact (as part of the service planning process) to provide HPE with technical integration and configuration details for the DLC system from HPE, including any specific hardware layout requirements in an architecture design document with Visio drawings
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the service delivery, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for service delivery, including access to an outside telephone line, power, and any network connections required
- Allow HPE full and unrestricted access to all locations where the service is to be performed
- Establish the facility's power connection to the DLC rack from HPE
- Identify a system administrator and/or manager for attendance at the Customer-orientation session
- Provide suitable virtual private network (VPN) or other suitable connectivity as required for the delivery of remotely delivered services



General provisions / other exclusions

- HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that the Customer does not meet
- 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 expire after 365 days (one [1] year) from the order acceptance date for services not scheduled and delivered, and the Customer is not entitled to a refund for the unused services
- HPE's ability to deliver the services is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of information and data the Customer provides to HPE
- The Customer acknowledges and agrees that HPE may use resources outside the country of purchase for the delivery of these services
- To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy.html shall apply.
- Activities such as, but not limited to, the following are excluded from this service:
 - Service deployment on hardware not covered by an HPE warranty or service maintenance contract
 - Service deployment on hardware covered by a third-party maintenance contract
 - Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
 - Services required due to causes external to the HPE maintained hardware or software
 - Any services not clearly specified in this document
 - Any services provided outside of HPE standard business hours may be subject to additional charges

Ordering information

The DLC system startup service must be ordered using the following service product number:

- HA124A1#V0N for HPE Direct Liquid Cooled Startup SVC

Customers should order one installation service per CDU.

Learn more at

[HPE.com/services/lifecycle services](https://hpe.com/services/lifecycle services)



Chat now (sales)



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