

Installation service for HPE Adaptive Rack Cooling System

HPE Lifecycle Services

Service overview

This service provides installation service for the HPE Adaptive Rack Cooling System (ARCS).

The service provides site readiness verification, installation planning and management, unpacking as appropriate, and installation. Customers who wish to purchase this service can order using the service product number specified in the ordering information section for each HPE ARCS.

Service benefits

- Verification prior to installation that all service prerequisites have been met
- Installation by a team of HPE service delivery specialists
- 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
- Installation verification tests (IVTs)
- Customer-orientation session



Table 1. Service features

Feature	Delivery specifications
Deployment management	<p>Service deployment activities for HPE ARCS may include:</p> <ul style="list-style-type: none"> • Installation of the HPE ARCS and relevant power options purchased on the same order and intended to go into HPE ARCS. • This service includes the verification of the HPE ARCS and water connection to the facility. • The water flowing into the HPE ARCS must meet the guidelines stated in the HPE ARCS site preparation guide. • Site preparation is not included in this service.
Service planning	<p>An HPE service specialist will plan all the necessary activities with the Customer, including:</p> <ul style="list-style-type: none"> • The identification of any prerequisites and schedule the delivery of the service 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 by HPE. • Any services provided outside of HPE standard business hours may be subject to additional charges. • The HPE service specialist will verify with the Customer that all service prerequisites have been met prior to delivery of the service.
Site readiness verification checklist	<p>The HPE service specialist works with the Customer to help communicate physical site requirements for the HPE ARCS from HPE site prep guide. The HPE service specialist 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, network cables, and cooling hoses • 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 HPE ARCS system has been delivered to the Customer site, the HPE service delivery specialists arrive on-site to perform the installation (following HPE procedures and guidelines). HPE service delivery specialist works with Customers' electricians and pipe fitters.</p> <p>HPE provides the applicable installation activities for the Customer's system based on the order and applicable options purchased with it, subject to the service limitations as follows:</p> <p>HPE ARCS</p> <ul style="list-style-type: none"> • Read the unpacking instructions on the HPE ARCS packaging material • Remove HPE ARCS from the pallet (Customer or premium service completes this activity.) • Move HPE ARCS to the final location (Customer or premium service completes this activity.) • Install hoses, differential pressure tube, and Panduit boots • Level cooling HPE ARCS • Connect the network cables to the HPE ARCS • Connect network cable to the facility network connection outlet • Power the HPE ARCS • Confirm functionality of HPE ARCS
IVTs	HPE runs the appropriate IVTs required for this service.
Customer-orientation session	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.



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 HPE ARCS.

This service does not include:

- Site planning or site design services
- Installation and/or configuration of an operating system
- Planning, design, or configuration of Customer's network
- Customized installations
- Equipment or packing disposition/removal

Service eligibility

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

- The Customer must have ordered a new HPE ARCS from HPE or HPE authorized partner.
- 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 order date to schedule the service delivery
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information, for example, IP addresses; ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service, are available and that software products are properly licensed; and otherwise will be available to assist HPE in facilitating this delivery of this service.
- Ensure that all service prerequisites have been either met as identified in this data sheet or as communicated to the Customer during service planning, prior to the delivery of this service.
- 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 HPE ARCS, 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
- 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 service
- Uncrate the equipment (if applicable) and place it in the immediate location where the installation service will take place
- All cabling and network connections should be preinstalled and functional
- Be responsible for all data backup and restore operations
- Be responsible for the disposal of the 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 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 direct liquid cooling (DLC) system startup service must be ordered using the following service product number:

- HA113A1 for HPE ARCS Installation SVC—Customer should order one
- HE80A1 Technical Consultant Day—Order 2 per site

Learn more at

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

