

HP Intelligent Series Racks



Improve your data center efficiency with innovative solutions

Features and benefits

- Innovative styling with a door that enables an 81 percent opening for increased airflow; produces cooling efficiency and sustainable power savings through convection cooling and improved ventilation.¹
- Unmatched cable management in the back of the rack provides tool-less operations and extra space for hot air to vent.
- Cable management, accessories, and brackets come with every HP Intelligent Series Racks.
- HP Intelligent Series Racks can be shipped complete with preloaded servers, reducing and simplifying assembly and providing immediate connectivity.
- The universal rack design is compatible with all HP rack-mounted products, including servers, networking, and storage products.
- Available in HP black or light grey.



As data centers grow, power and cooling costs take an ever-increasing bite out of the IT budget. HP helps you bite back with a server infrastructure so smart it automatically helps maximize the use of space, power, and cooling—right down to the rack. The HP Intelligent Series Racks family is an innovative business solution designed to meet current and future requirements of demanding data centers.

The HP Intelligent Series Racks introduces a range of industry firsts—starting with industry-leading intelligence in the rack. With HP Location Discovery Services, HP ProLiant Gen8 servers can self-identify and inventory to optimize workload placement. When used with HP Intelligent Power Distribution Units (iPDUs), HP Power Discovery Services helps eliminate power configuration errors, and precisely tracks power usage by rack and by server-by-server, helping eliminate manual record keeping.

Finally, the innovative door design delivers an industry-leading 81 percent open-door airflow.² And with HP Thermal Discovery Services, a view of each server's energy requirements is provided, allowing workloads to be easily moved for energy efficiency and cooling performance.

Run your HP Intelligent Series server-loaded racks with confidence, knowing your unified system consists of servers and storage that have been configured and tested to meet your capacity, connectivity, and design requirements.

^{1,2}Based on HP internal testing, December 2011

HP raises the bar on infrastructure technology with the innovative HP Intelligent Series Racks. Creating the standard for performance and value in the enterprise, this next-generation rack provides lasting endurance and power-saving technology.



Rack design

- Expansive 81 percent open-door technology—which is up to 26 percent more open when compared to any other rack vendor—can provide an average of \$1,828 USD savings per 10 kW rack when used with all the Intelligent Infrastructure products and HP ProLiant Gen8 server series.³
- Based on 19-inch RETMA industry standards, the Intelligent Series Rack supports third-party equipment designed for 19-inch wide racks ensuring compatibility with existing equipment.
- HP Location Discovery Service can be built into every HP Intelligent Series Racks, integrating HP Integrated Lights-Out Management (iLO), HP iPDUs, HP OneView, and HP Insight Control to communicate the U space, row, and rack location of each server. Alarms and rack IDs allow accelerated IT response to developing issues.
- The re-designed airflow-optimized door and new cable management design provide extra space for hot air to pass through. The Intelligent Series Racks also support HP Thermal Discovery Services, which lets you see the energy requirements of every server, and easily moves workloads for optimal energy efficiency and cooling performance.
- Select models are available in light grey, which is known to reflect more ambient lighting in the data center, reducing power consumption and improving visibility when performing maintenance on equipment in the rack.

³Based on HP internal testing, December 2011

Technical specifications

HP 642 1075mm Pallet Intelligent Series Rack (BW903A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 44.30 x 23.54 in. (200.66 x 112.52 x 59.78 cm)
	Shipping (with packaging materials)	84.17 x 47.24 x 27.95 in. (213.80 x 120.00 x 71.00 cm)
Weight	Operating	239 lbs (109 kg)
	Shipping	275 lbs (125 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,133.98 kg)
	Dynamic CTO***	N/A: Does not ship configured
Color	Doors	Black with silver extrusion
	Frame	Black

Technical specifications (continued)

HP 642 1075mm Shock Intelligent Series Rack (BW904A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 44.30 x 23.54 in. (200.66 x 112.52 x 59.78 cm)
	Shipping (with packaging materials)	85.35 x 50.87 x 35.43 in. (216.80 x 129.20 x 90 cm)
Weight	Operating	245 lbs (111 kg)
	Shipping	453 lbs (206 kg)
	Shipping—Max CTO****	2,708 lbs (1,228.33 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,133.98 kg)
	Dynamic CTO***	2,500 lbs (1,133.98 kg)
Color	Doors	Black with silver extrusion
	Frame	Black

HP 642 1075mm Crate Intelligent Series Rack (BW905A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 44.30 x 23.54 in. (200.66 x 112.52 x 59.78 cm)
	Shipping (with packaging materials)	83.00 x 46.50 x 32.00 in. (210.82 x 118.10 x 81.28 cm)
Weight	Operating	239 lbs (109 kg)
	Shipping	328 lbs (149 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,133.98 kg)
	Dynamic CTO***	N/A: Does not ship configured
Color	Doors	Black with silver extrusion
	Frame	Black

HP 642 1200mm Pallet Intelligent Series Rack (BW907A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 51.19 x 23.54 in. (200.66 x 130.02 x 59.78 cm)
	Shipping (with packaging materials)	84.65 x 52.92 x 27.95 in. (215.00 x 139.50 x 71.00 cm)
Weight	Operating	301 lbs (137 kg)
	Shipping	339 lbs (154 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,133.98 kg)
	Dynamic CTO***	N/A: Does not ship configured
Color	Doors	Black with silver extrusion
	Frame	Black

Technical specifications (continued)

HP 642 1200mm Shock Intelligent Series Rack (BW908A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 51.19 x 23.54 in. (200.66 x 130.02 x 59.78 cm)
	Shipping (with packaging materials)	85.82 x 57.87 x 35.43 in. (218.00 x 147.00 x 90 cm)
Weight	Operating	301 lbs (137 kg)
	Shipping	531 lbs (241 kg)
	Shipping—Max CTO****	3,219 lbs (1,136.40 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	3,219 lbs (1,460.11 kg)
Color	Doors	Black with silver extrusion
	Frame	Black

HP 647 1075mm Pallet Intelligent Series Rack (BW911A)

Dimensions (H x D x W)	Total cabinet area	88.53 x 44.30 x 23.54 in. (224.86 x 112.52 x 59.78 cm)
	Shipping (with packaging materials)	94.49 x 47.24 x 27.95 in. (240.00 x 120.00 x 71.00 cm)
Weight	Operating	264 lbs (120 kg)
	Shipping	304 lbs (138 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,133.98 kg)
	Dynamic CTO***	N/A: Does not ship configured
Color	Doors	Black with silver extrusion
	Frame	Black

HP 647 1075mm Shock Intelligent Series Rack (BW912A)

Dimensions (H x D x W)	Total cabinet area	88.53 x 44.30 x 23.54 in. (224.86 x 112.52 x 59.78 cm)
	Shipping (with packaging materials)	95.67 x 50.98 x 35.43 in. (243.00 x 129.50 x 90 cm)
Weight	Operating	271 lbs (123 kg)
	Shipping	483 lbs (220 kg)
	Shipping—Max CTO****	2,712 lbs (1,230.14 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,133.98 kg)
Color	Dynamic CTO***	2,500 lbs (1,133.98 kg)
	Doors	Black with silver extrusion
	Frame	Black

Technical specifications (continued)

HP 647 1200mm Pallet Intelligent Series Rack (BW913A)

Dimensions (H x D x W)	Total cabinet area	88.53 x 51.19 x 23.54 in. (224.86 x 130.02 x 59.78 cm)
	Shipping (with packaging materials)	94.49 x 54.92 x 27.95 in. (240.00 x 133.60 x 71.00 cm)
Weight	Operating	321 lbs (146 kg)
	Shipping	359 lbs (163 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	N/A: Does not ship configured
Color	Doors	Black with silver extrusion
	Frame	Black

HP 647 1200mm Shock Intelligent Series Rack (BW914A)

Dimensions (H x D x W)	Total cabinet area	88.53 x 51.19 x 23.54 in. (224.86 x 130.02 x 59.78 cm)
	Shipping (with packaging materials)	95.28 x 57.87 x 35.43 in. (242.00 x 147.00 x 90 cm)
Weight	Operating	321 lbs (146 kg)
	Shipping	560 lbs (255 kg)
	Shipping—Max CTO****	3,239 lbs (1,469.19 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	3,000 lbs (1,360.78 kg)
Color	Doors	Black with silver extrusion
	Frame	Black

HP 636 1075mm Pallet Intelligent Series Rack (BW895A)

Dimensions (H x D x W)	Total cabinet area	68.84 x 44.30 x 23.54 in. (174.86 x 112.51 x 59.70 cm)
	Shipping (with packaging materials)	74.02 x 47.24 x 27.95 in. (188.00 x 120.00 x 71.00 cm)
Weight	Operating	214 lbs (97 kg)
	Shipping	250 lbs (114 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,133.98 kg)
	Dynamic CTO***	N/A: Does not ship configured
Color	Doors	Black with silver extrusion
	Frame	Black

Technical specifications (continued)

HP 636 1075mm Shock Intelligent Series Rack (BW896A)

Dimensions (H x D x W)	Total cabinet area	68.84 x 44.30 x 23.54 in. (174.86 x 112.51 x 59.78 cm)
	Shipping (with packaging materials)	75.20 x 50.87 x 35.43 in. (191.00 x 129.20 x 90.00 cm)
Weight	Operating	214 lbs (97 kg)
	Shipping	428 lbs (195 kg)
	Shipping—Max CTO****	2,708 lbs (1,228.33 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,133.98 kg)
Color	Dynamic CTO***	2,500 lbs (1,133.98 kg)
	Doors	Black with silver extrusion
	Frame	Black

HP 636 1075mm Crate Intelligent Series Rack (BW897A)

Dimensions (H x D x W)	Total cabinet area	68.84 x 44.30 x 23.54 in. (174.86 x 112.51 x 59.78 cm)
	Shipping (with packaging materials)	72.52 x 46.50 x 28 in. (184.20 x 118.1 x 71.1 cm)
Weight	Operating	214 lbs (97 kg)
	Shipping	343 lbs (156 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,133.98 kg)
	Dynamic CTO***	N/A: Does not ship configured
Color	Doors	Black with silver extrusion
	Frame	Black

HP 636 1200mm Pallet Intelligent Series Rack (BW899A)

Dimensions (H x D x W)	Total cabinet area	68.84 x 51.19 x 23.54 in. (174.86 x 130.01 x 59.78 cm)
	Shipping (with packaging materials)	74.02 x 52.92 x 27.95 in. (188.00 x 139.50 x 71.00 cm)
Weight	Operating	282 lbs (128 kg)
	Shipping	320 lbs (145 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	N/A: Does not ship configured
Color	Doors	Black with silver extrusion
	Frame	Black

Technical specifications (continued)

HP 636 1075mm Shock Intelligent Series Rack (BW900A)

Dimensions (H x D x W)	Total cabinet area	68.84 x 51.19 x 23.54 in. (174.86 x 130.01 x 59.78 cm)
	Shipping (with packaging materials)	75.20 x 57.87 x 35.43 in. (191.00 x 147.00 x 90.00 cm)
Weight	Operating	282 lbs (128 kg)
	Shipping	514 lbs (234 kg)
	Shipping—Max CTO****	3,219 lbs (1,136.40 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
Color	Dynamic CTO***	3,000 lbs (1,360.78 kg)
	Doors	Black with silver extrusion
	Frame	Black

HP 642 1200mm Shock Intelligent Air Duct Rack (BW910A)

Dimensions (H x D x W)	Total cabinet area	78.97 x 51.19 x 23.54 in. (200.59 x 130.01 x 59.78 cm)
	Shipping (with packaging materials)	85.35 x 57.87 x 35.43 in. (216.8 x 147 x 90 cm)
Weight	Operating	345 lbs (157 kg)
	Shipping	564 lbs (256 kg)
	Shipping—Max TCO****	3,219 lbs (1,136.40 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
Color	Dynamic CTO***	3,000 lbs (1,360.78 kg)
	Doors	Black with silver extrusion
	Frame	Black

HP 647 1200mm Shock Intelligent Air Duct Rack (BW936A)

Dimensions (H x D x W)	Total cabinet area	88.50 x 51.19 x 23.54 in. (224.79 x 130.01 x 59.78 cm)
	Shipping (with packaging materials)	95.67 x 57.87 x 35.43 in. (243 x 147 x 90 cm)
Weight	Operating	360 lbs (164 kg)
	Shipping	584 lbs (265 kg)
	Shipping—Max CTO****	3,239 lbs (1,469.19 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
Color	Dynamic CTO***	3,000 lbs (1,360.78 kg)
	Doors	Black with silver extrusion
	Frame	Black

Technical specifications (continued)

HP 642 1200mm Shock Intelligent Network Series Rack (BW966A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 51.19 x 23.54 in. (200.66 x 130.02 x 59.78 cm)
	Shipping (with packaging materials)	85.82 x 57.87 x 35.43 in. (218.00 x 147.00 x 90 cm)
Weight	Operating	301 lbs (137 kg)
	Shipping	531 lbs (241 kg)
	Shipping—Max CTO****	3,219 lbs (1,136.40 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
Color	Dynamic CTO***	3,219 lbs (1,460.11 kg)
	Doors	Black with silver extrusion
	Frame	Black

HP 842 1075mm Pallet Intelligent Series Rack (BW917A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 44.30 x 31.41 in. (200.66 x 112.52 x 79.78 cm)
	Shipping (with packaging materials)	84.17 x 47.95 x 35.83 in. (213.80 x 121.8 x 91 cm)
Weight	Operating	304 lbs (138 kg)
	Shipping	357 lbs (162 kg)
	Static*	3,000 lbs (1,360.78 kg)
Color	Dynamic**	2,500 lbs (1,134 kg)
	Dynamic CTO***	N/A: Does not ship configured
	Doors	Black with silver extrusion
	Frame	Black

HP 842 1075mm Shock Intelligent Series Rack (BW918A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 44.30 x 31.41 in. (200.66 x 112.52 x 79.78 cm)
	Shipping (with packaging materials)	84.17 x 53.83 x 43.43 in. (213.80 x 129.1 x 110.3 cm)
Weight	Operating	304 lbs (138 kg)
	Shipping	535 lbs (255 kg)
	Shipping—Max CTO****	3,231 lbs (1,468.60 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	2,500 lbs (1,134 kg)
Color	Dynamic CTO***	2,500 lbs (1,134 kg)
	Doors	Black with silver extrusion
	Frame	Black

Technical specifications (continued)

HP 842 1200mm Pallet Intelligent Series Rack (BW919A)

Dimensions (H x D x W)	Total cabinet area	79 x 51.19 x 31.41 in. (200.66 x 130.01 x 79.78 cm)
	Shipping (with packaging materials)	84.17 x 54.84 x 35.83 in. (213.80 x 139.30 x 91 cm)
Weight	Operating	372 lbs (169 kg)
	Shipping	427 lbs (194 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
Color	Dynamic CTO***	N/A: Does not ship configured
	Doors	Black with silver extrusion
	Frame	Black

HP 842 1200mm Shock Intelligent Series Rack (BW920A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 44.30 x 31.41 in. (200.66 x 112.52 x 79.78 cm)
	Shipping (with packaging materials)	85.35 x 57.87 x 43.43 in. (216.80 x 147 x 110.30 cm)
Weight	Operating	372 lbs (169 kg)
	Shipping	627 lbs (285 kg)
	Shipping—Max CTO****	3,255 lbs (1,476.44 kg)
	Static*	3,000 lbs (1,360.78 kg)
Color	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	3,000 lbs (1,360.78 kg)
	Doors	Black with silver extrusion
	Frame	Black

HP 842 1200mm Shock Intelligent Network Series Rack (BW968A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 44.30 x 31.41 in. (200.66 x 112.52 x 79.78 cm)
	Shipping (with packaging materials)	85.35 x 57.87 x 43.43 in. (216.80 x 147 x 110.30 cm)
Weight	Operating	381 lbs (173 kg)
	Shipping	636 lbs (289 kg)
	Shipping—Max CTO****	3,255 lbs (1,476.44 kg)
	Static*	3,000 lbs (1,360.78 kg)
Color	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	3,000 lbs (1,360.78 kg)
	Doors	Black with silver extrusion
	Frame	Black

Technical specifications (continued)

HP 642 1200mm Shock Grey Intelligent Series Rack (TK756A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 51.19 x 23.54 in. (200.66 x 130.02 x 59.78 cm)
	Shipping (with packaging materials)	85.82 x 57.87 x 35.43 in. (218.00 x 147.00 x 90 cm)
Weight	Operating	301 lbs (137 kg)
	Shipping	531 lbs (241 kg)
	Shipping—Max CTO****	3,219 lbs (1,136.40 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	3,219 lbs (1,460.11 kg)
Color	Doors	Light grey with silver extrusion
	Frame	Light grey (RAL 7035)

HP 647 1200mm Shock Grey Intelligent Series Rack (TK757A)

Dimensions (H x D x W)	Total cabinet area	88.53 x 51.19 x 23.54 in. (224.86 x 130.02 x 59.78 cm)
	Shipping (with packaging materials)	95.28 x 57.87 x 35.43 in. (242.00 x 147.00 x 90 cm)
Weight	Operating	321 lbs (146 kg)
	Shipping	560 lbs (255 kg)
	Shipping—Max CTO****	3,239 lbs (1,469.19 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	3,000 lbs (1,360.78 kg)
Color	Doors	Light grey with silver extrusion
	Frame	Light grey (RAL 7035)

HP 842 1200mm Shock Grey Intelligent Series Rack (TK760A)

Dimensions (H x D x W)	Total cabinet area	78.97 x 51.19 x 31.41 in. (200.59 x 130.01 x 79.78 cm)
	Shipping (with packaging materials)	85.35 x 57.87 x 43.43 in. (216.8 x 147 x 110.3 cm)
Weight	Operating	372 lbs (169 kg)
	Shipping	627 lbs (285 kg)
	Shipping—Max CTO****	3255 lbs (1476.44 kg)
	Static*	3,000 lbs (1361 kg)
	Dynamic**	3,000 lbs (1361 kg)
	Dynamic CTO***	3,000 lbs (1361 kg)
Color	Doors	Light grey with silver extrusion
	Frame	Light grey (RAL 7035)

Technical specifications (continued)

HP 842 1200mm Shock Grey Intelligent Network Rack (TK772A)

Dimensions (H x D x W)	Total cabinet area	78.97 x 51.19 x 31.41 in. (200.59 x 130.01 x 79.78 cm)
	Shipping (with packaging materials)	85.35 x 57.87 x 43.43 in. (216.8 x 147 x 110.3 cm)
Weight	Operating	372 lbs (169 kg)
	Shipping	627 lbs (285 kg)
	Shipping—Max CTO****	3,255 lbs (1,476.44 kg)
	Static*	3,000 lbs (1,361 kg)
	Dynamic**	3,000 lbs (1,361 kg)
	Dynamic CTO***	3,000 lbs (1,361 kg)
Color	Doors	Light grey with silver extrusion
	Frame	Light grey (RAL 7035)

HP 642 1200mm Grey Intelligent Air Duct Rack (TK766A)

Dimensions (H x D x W)	Total cabinet area	79.00 x 51.19 x 23.54 in. (200.66 x 130.02 x 59.78 cm)
	Shipping (with packaging materials)	85.82 x 57.87 x 35.43 in. (218.00 x 147.00 x 90 cm)
Weight	Operating	345 lbs (157 kg)
	Shipping	564 lbs (256 kg)
	Shipping—Max CTO****	3,219 lbs (1,136.40 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	3,219 lbs (1,460.11 kg)
Color	Doors	Light grey with silver extrusion
	Frame	Light grey (RAL 7035)

HP 647 1200mm Grey Intelligent Air Duct Rack (TK767A)

Dimensions (H x D x W)	Total cabinet area	88.53 x 51.19 x 23.54 in. (224.86 x 130.02 x 59.78 cm)
	Shipping (with packaging materials)	95.28 x 57.87 x 35.43 in. (242.00 x 147.00 x 90 cm)
Weight	Operating	360 lbs (164 kg)
	Shipping	584 lbs (265 kg)
	Shipping—Max CTO****	3,239 lbs (1,469.19 kg)
	Static*	3,000 lbs (1,360.78 kg)
	Dynamic**	3,000 lbs (1,360.78 kg)
	Dynamic CTO***	3,000 lbs (1,360.78 kg)
Color	Doors	Light grey with silver extrusion
	Frame	Light grey (RAL 7035)

* Nonmoving, maximum total weight of rack and installed components

** Rolling or seismically activated, maximum total weight of rack and installed components

*** Configured shipping, maximum total weight of rack and installed components

**** CTO loaded rack with all external packaging

Customize your IT lifecycle management, from acquisition of new IT, management of existing assets, and removal of unneeded equipment.

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HP Factory Express provides customization and deployment services along with your storage and server purchases. You can customize hardware to your exact specifications in the factory—helping speed deployment. hp.com/go/factoryexpress

HP Customer Support provides a broad spectrum of services to commercial and enterprise customers, including performance and availability services such as proactive mission-critical services and support management services for deployment of the entire IT infrastructure, including HP and multi-vendor environments. hp.com/hps/support

Service and support

Warranty

- For HP Intelligent Series Racks and servers this service covers HP-branded hardware options qualified for the server, purchased at the same time or afterward, internal to the enclosure, as well as external monitors of up to 22-inches, and tower uninterruptible power supply (UPS) products; these items will be covered at the same service level and for the same coverage period as the server unless the maximum supported lifetime and the maximum usage limitation have been exceeded. Coverage of the UPS battery is not included; standard warranty terms and conditions apply.
- The defective media retention service feature option applies only to disks, eligible solid-state drives (SSDs), or flash drives replaced by HP due to malfunction. It does not apply to any exchange of disk or SSD or flash drives that have not failed. SSD or flash drives specified by HP as consumable parts and that have exceeded maximum supported lifetime and the maximum usage limit as set forth in the manufacturer's operating manual or the technical data sheet are not eligible for the defective media retention service feature option.

Protect your business beyond warranty with HP Care Pack Services. HP offers technology services that deliver scalable support packages for HP industry-standard servers and software. You can choose the type and level of service that is most suitable for your business needs. We help keep your business running, boost availability, and avoid downtime.

- Hardware Support Onsite Service
- Collaborative Support
- Proactive Care or Critical Advantage
- For a customized support service solution, HP can work with you to tailor a service solution for your unique support requirements drawing from the broader services portfolio of Foundation Care and Proactive Care.

HP Technology Services

HP Technology Services offers a set of consultancy, deployment, and support solutions designed to meet the lifecycle needs of your IT environments. HP Care Pack Services for industry-standard servers include support for qualified options at no additional cost.

HP Foundation Care Services deliver scalable support packages for HP industry-standard servers and software. You can choose the type and level of service most suitable for your business needs. New to this portfolio is HP Collaborative Support. This service offers a single point of contact for server problem diagnosis, hardware problem resolution, and basic software problem diagnosis, fault isolation, and resolution if available to HP. In case the issue is with HP or a supported third-party software product and cannot be resolved by applying known fixes, HP will contact the third-party vendor and create a problem incident on your behalf.

If you are running business-critical environments, HP offers Proactive Care or Critical Advantage. These services help you deliver high levels of application availability through proactive service management.

All service options include HP Insight Remote Support for secure remote monitoring, diagnosis, and problem resolution. Also included is the HP Support Center that provides access to the information, tools, and experts to support HP business products.

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