Shape the Future of QuickSpecs - Your Input Matters

HPE Line Interactive Tower Uninterruptible Power Systems QuickSpecs

Looking for cost-effective power protection for your small office environments?

When you use technology, the important part of the equation is power. Without power or the steady stream of power, it can be impossible to deliver the services reliably throughout your computing environment. IT equipment is the number one customer for UPS devices. Why? Electricity delivered from utility companies doesn't remain constant. A slight power surge, power sag or outage could be detrimental to your IT equipment. Infrastructure equipment works best when it gets a steady stream of power.

Overview

With the HPE Tower Uninterruptible Power Systems (UPS), you will have the peace of mind knowing that your IT equipment is protected, has the flexibility needed for growth and running at peak power efficiency. HPE Tower UPS delivers a high-quality power backup solution that ensures critical IT systems retains a continuous flow of power that protects your data and provides performance when you need it. HPE Tower UPS safeguards the steady flow of clean and secure power within your computing environment with advanced remote management through its optional next generation network management card. Standard features include intuitive front panel displays for local management, and power management software including HPE Power Protector that when combined with a UPS Network Module, optional on all models, enables you to remotely monitor and manage your UPS through HPE Systems Insight Manager or via a standard web browser.

- Remote access through an optional 1GbE-based network management card ensures widespread connectivity with most user networks.
- Web-based management application, HPE Power Protector, allows you to monitor, manage, and control a single UPS both locally and remotely.
- Outlet switching at the load level allows you to control and prioritize access to the UPS power.
- Slim tower design helps to conserve valuable space
- Easily installed in most offices, retails and/or IT environments
- Next generation LCD offers a graphical interface that provides all critical UPS information in a single screen view.
- Batteries can be hot-swapped safely without ever shutting down IT equipment.
- Capable of protecting with up to 14% more power as compared to previous HPE Line Interactive Tower UPS models.
- Enhanced Battery Management (EBM) technology delivers up to 50% longer battery life.
- Industry-leading efficiency of up to 99% helps to ensure minimal power loss and lower power costs.

Tower UPS Models

HPE T750 G5 UPS Models

HPE T750 Gen5 INTL UPS with Management Card Slot	Q1F48A

HPE T1000 G5 UPS Models

HPE T1000 Gen5 NA/JP UPS with Management Card Slot	Q1F49A
HPE T1000 Gen5 INTL UPS with Management Card Slot	Q1F50A

HPE T1500 G5 UPS Models

UPS Management Module

HPE Single Phase 1Gb UPS Network Management Module	Q1C17A

Overview

HPE Power Management

HPE Power Protector Software

HPE Power Protector, a web-based application, enables administrators to manage an HPE UPS from a management console. Administrators can monitor, manage, and control a single UPS locally and remotely.

- UPS power management via HPE Power Protector available via free download from HPE.com.
- Allows for local or network-based UPS monitoring, status updates, and control over shutdown communications
- Download to other servers or IT devices to create “clients” that can be configured for graceful shut down
- Access the HPE Power Protector user interface via a USB or serial connected server (proxy server) or through the optional 1GbE Network Management Card

Increase stability and security in your data center

HPE Power Protector gives you the ability to establish power failure policies and automatically respond 24×7 to power faults or security risks without IT administrators present. Prioritize shutdowns in the event of a power failure to ensure that your data and hardware are fully protected. Delay restart based on defined load segments after a shutdown to sequence the start up of system components and perform UPS diagnostics to ensure the availability of adequate battery backup times.

Simplify management of UPS functions

Simple, effective management of environments, one UPS at a time. For users wanting ease of use, this is the tool to use. From load segmentation to power down prioritization and alert management, this tool offers everything needed from a single console. It even offers remote access via a web browser with secure SSL authentication. Simple, easy to read status "gauges" offer monitoring at a glance.

Download HPE Power Protector Software from HPE Software Depot.

Typical use cases

- Providing power protection for Microsoft® Windows®, Linux, UNIX, and other popular operating systems
- Supporting single or small workgroups of tower and rack servers attached to a single UPS

Offering easy-to-use and configure power failure settings

Supported Operating Systems

Similar to hardware support, HPE Power Protector is designed to support a wide array of operating systems, spanning Microsoft Windows, Linux, UNIX, and virtual platforms.

For x86-64 and IA-64 architectures and on Microsoft Windows systems and HP-UX for IA-64, HPE Power Protector will work in 32-bit compatibility mode. This implies that no native ports for these architectures will be made for these systems; the only exception is for components that strictly require native ports, such as device drivers.

Overview

Operating system HPPP (Client & Admin)		Service Pack	Platform	HPPP		HPNMC
				Admin	Client	NMC
Microsoft Windows						
Windows Server 2016	Standard, Data Center, Core			Tested	Tested	Tested
Windows Server 2012	Standard, Data Center, Core		x64	Supported	Supported	Supported
Windows Server 2012 R2	Standard, Data Center, Core		x86, x64	Tested	Tested	Tested
Windows Server 2008 R2	Standard, Data Center, Core	SP1	x64, IA64	Tested	Tested	Tested
Windows Server 2008	Standard, Data Center, Core	SP2	x86, x64, IA64	Supported	Supported	Supported
Windows Server 2003 R2	Standard, Data Center, Core			Not supported	Not supported	Not supported
Windows 10	Enterprise, Pro		x64	Tested	Tested	Tested
Windows 8.1	Enterprise, Pro		x64	Tested	Tested	Tested
Windows 8	Enterprise, Pro		x86, x64	Supported	Supported	Supported
Windows 7	Professional, Ultimate, Standard	SP1	x86, x64	Tested	Tested	Tested
Windows XP	Professional	SP3		Not supported	Not supported	Not supported
Linux						
Red Hat Enterprise Linux	7.3		x86, x64	Tested	Tested	Tested
	7.2		x86, x64	Tested	Tested	Tested
	6.7		x86, x64	Tested	Tested	Tested
	6.6		x86, x64	Supported	Supported	Supported
	5.11		x86, x64	Tested	Tested	Tested
	5.10		x86, x64	Supported	Supported	Supported
	5.7		x86, x64	Not supported	Not supported	Not supported
SUSE Linux Enterprise Server/Novel	Fedora core 15		x86, x64	Not supported	Not supported	Not supported
	Fedora core 14		x86, x64	Not supported	Not supported	Not supported
SUSE Linux Enterprise Server/Novel	12	SP2	x86, x64, IA64	Tested	Tested	Tested
	11	SP3	x86, x64, IA64	Tested	Tested	Tested
	OpenSuse 13.0		x86, x64	Not supported	Not supported	Not supported
	OpenSuse 12.3		x86, x64	Not supported	Not supported	Not supported
Debian GNU Linux	7, 6		IA64	Not supported	Not supported	Not supported

Overview

Ubuntu	13.04, 12.1		IA64	Not supported	Not supported	Not supported
Virtual environments						
VMware	ESXi 6.5		X86, IA64	n/a	Tested	Tested
VMware	ESXi 6.0	U1	X86, IA64	n/a	Tested	Tested
	ESXi 5.5	U3	X86, IA64	n/a	Tested	Tested
	ESXi 5.1 (pay version only)	U1		n/a	Supported	Supported
	ESXi 5.0 (pay version only)	U1		n/a	Supported	Supported
	ESX 4.1 (pay version only)	U1		n/a	Not supported	Not supported
	ESXi 4.1 (pay version only)	U1		n/a	Not supported	Not supported
	ESX 4.0 (pay version only)	U1		n/a	Not supported	Not supported
	ESXi 4.0 (pay version only)	U1		n/a	Not supported	Not supported
Microsoft	Windows Hyper-V Server 2012	R2		n/a	Supported	Supported
	Windows Hyper-V Server 2008	R2	X86, IA64	n/a	Supported	Supported
Xen	Citrix XenServer 6.0			n/a	Supported	Supported
	Citrix XenServer 5.6		IA64	n/a	Supported	Supported
	OpenSource Xen 2.6 on RHEL 5			Not supported	Not supported	Not supported
	OpenSource Xen 3.2 on Debian 5			Not supported	Not supported	Not supported
KVM	KVM 17 Linux 2.6.21 kernel			Not supported	Not supported	Not supported

Overview

XXXXXX**-X21** is SKU designation formed by a common six digit part number and a **-X21** suffix that identifies a SKU that is available across multiple server family lines. Refer to the table below to find the SKU suffix that applies to the specific server product line this option can be ordered with.

-B21 **COMPUTE Server Line**	-H21 **SPECIALIZED COMPUTE Server Line**	-K21 **STORAGE Line**
HPE Cloudline CL2100/CL2200/CL2800/CL3100/CL4100/CL5200/CL5800 Servers HPE Composable Cloud for ProLiant DL HPE ProLiant BL460c/BL660c Servers HPE ProLiant DL20/DL160/DL180 Servers HPE ProLiant DL325/DL360/DL380/DL385/DL560/DL580 Servers HPE ProLiant DX360/DX380 Servers HPE ProLiant MicroServer HPE ProLiant for Microsoft Azure Stack HPE ProLiant ML30/ML110/ML350 Servers HPE Synergy 480/660 Systems HPE ProLiant DX170r/DX190r, DX2000 Servers HPE ProLiant DX560 Gen10 server HPE ProLiant DX4200 Gen10 server	HPE Apollo 35/40/70 Systems HPE Apollo 2000/6000 Servers HPE XL170r/XL190r/XL270d (Apollo 6500) Gen10 Server for BlueData Software HPE Converged System 300/500/700/750 HPE Edgeline Systems and Servers HPE Integrity BL860c i6/BL870c i6/BL890c i6 Server Blades HPE Integrity MC990 X Server HPE Integrity rx2800 i6 Server HPE Integrity Superdome HPE SGI 8600 System HPE Solutions for SAP HANA (TDI)	HPE Apollo 4200 Gen9/Gen10 Servers HPE Apollo 4200 Gen10 LFF Server for BlueData Software HPE Apollo 4510 Gen10 System HPE D2220sb/D2500sb Storage Blade HPE D3000/D6020/D8000 Disk Enclosures HPE Scalable Object Storage with Scality RING HPE SimpliVity 2600 HPE SimpliVity 325/380 Gen10 HPE Storage File Controllers HPE StoreEasy 1460/1560/1650/1660/1860 Disclaimer: This may not be a complete listing of applicable servers

Standard Features

Key features

Ease of Use

- Slim tower design helps to conserve valuable space and can be easily installed in most office, retail, and/or IT environments.
- Next-generation LCD offers a graphical interface which provides all critical UPS information in a single screen view.
- Batteries can be hot-swapped safely without ever shutting down IT equipment.

Management

- Remote access through an optional 1GbE-based network management card ensures widespread connectivity with most user networks.
- Web-based management application, HPE Power Protector, allows you to monitor, manage, and control a single UPS, locally and remotely.
- Outlet switching at the load segment level allows you to control and prioritize access to UPS power.

Efficiency

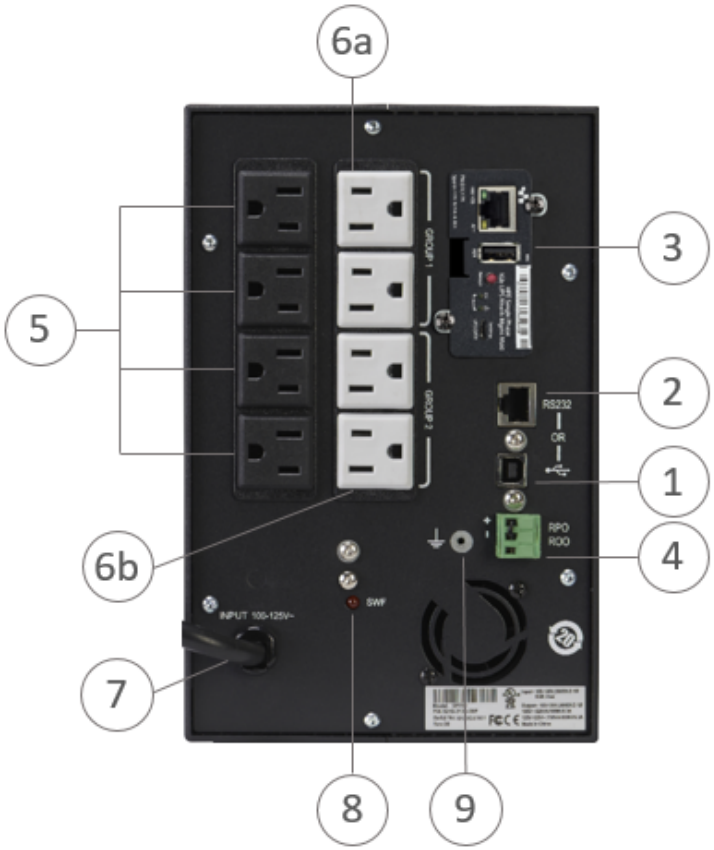
- Capable of protecting more devices with up to 14% more power as compared to previous generation HPE Tower UPS models.
- Enhanced Battery Management (EBM) technology delivers up to 50% longer battery life.
- Industry-leading efficiency of up to 99% helps to ensure minimal power loss and lower power costs.

HPE Tower UPS Front Panel



Standard Features

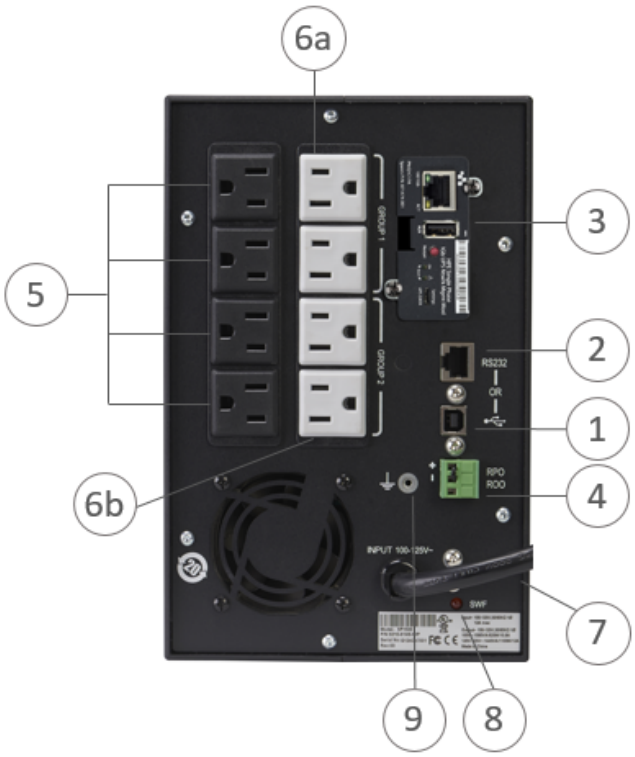
HPE T750 / T1000 G5 NA/JP with card slot



(1) USB Communication Port
(2) RS232 Communication Port
(3) Communication slot with optional Network Management Card installed
(4) (RPO/ROO) Remote power off/Remote on-off connector
(5) Primary Group: outlets for connecting critical equipment
(6a) Group 1: Two programmable outlets for equipment connection
(6b) Group 2: Two programmable outlets for equipment connection
(7) Attached 6-ft. input power cord for AC power source
(8) Site Wiring Fault (SWF) indicator LED
(9) Threaded hole for ground screw

Standard Features

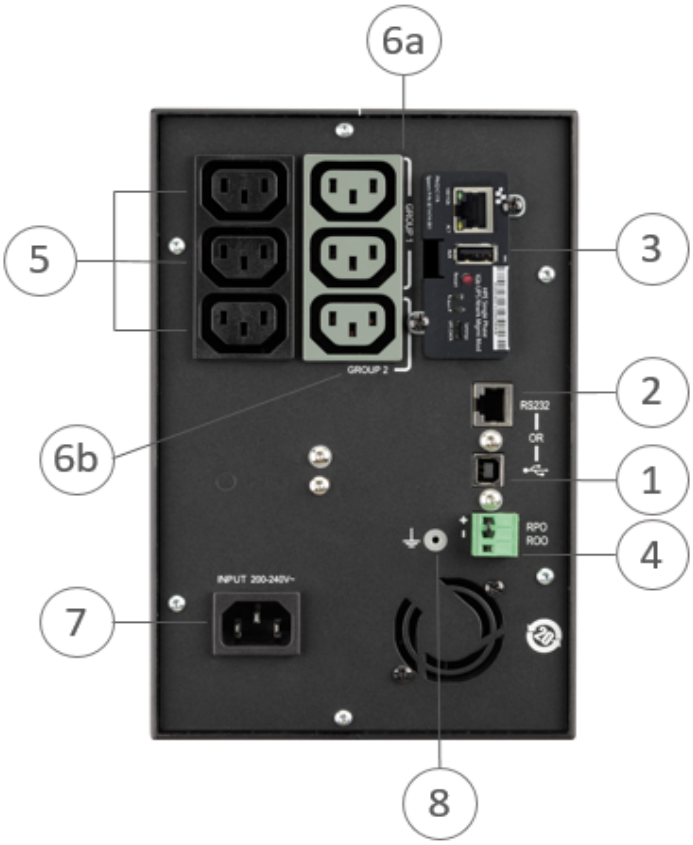
HPE T1500 G5 NA/JP with card slot



(1) USB Communication Port
(2) RS232 Communication Port
(3) Communication slot with optional Network Management Card installed
(4) (RPO/ROO) Remote power off/Remote on-off connector
(5) Primary Group: outlets for connecting critical equipment
(6a) Group 1: Two programmable outlets for equipment connection
(6b) Group 2: Two programmable outlets for equipment connection
(7) Attached 6-ft. input power cord for AC power source
(8) Site Wiring Fault (SWF) indicator LED
(9) Threaded hole for ground screw

Standard Features

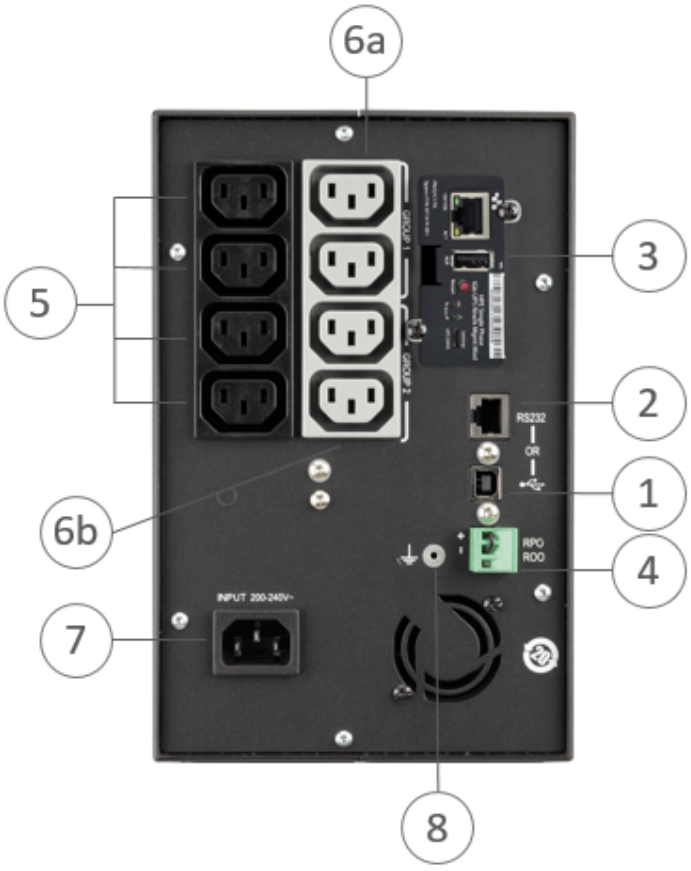
HPE T750 G5 INTL with card slot



(1) USB Communication Port
(2) RS232 Communication Port
(3) Communication slot with optional Network Management Card installed
(4) (RPO/ROO) Remote power off/Remote on-off connector
(5) Primary Group: outlets for connecting critical equipment
(6a) Group 1: Two programmable outlets for equipment connection
(6b) Group 2: One programmable outlet for equipment connection
(7) C14 inlet for AC power source
(8) Threaded hole for ground screw

Standard Features

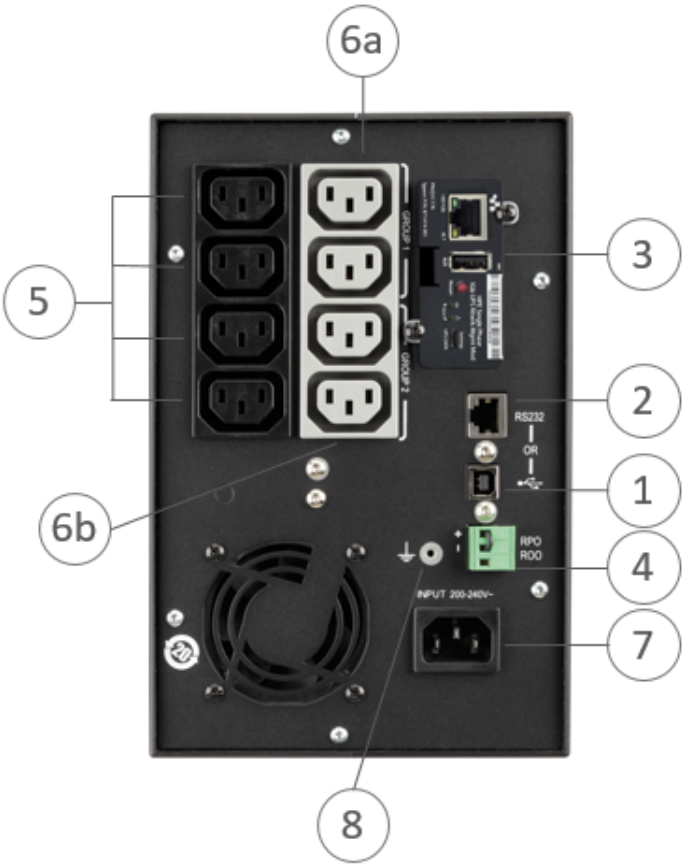
HPE T1000 G5 INTL with card slot



(1) USB Communication Port
(2) RS232 Communication Port
(3) Communication slot with optional Network Management Card installed
(4) (RPO/ROO) Remote power off/Remote on-off connector
(5) Primary Group: outlets for connecting critical equipment
(6a) Group 1: Two programmable outlets for equipment connection
(6b) Group 2: One programmable outlet for equipment connection
(7) C14 inlet for AC power source
(8) Threaded hole for ground screw

Standard Features

HPE T1500 G5 INTL with card slot



(1) USB Communication Port
(2) RS232 Communication Port
(3) Communication slot with optional Network Management Card installed
(4) (RPO/ROO) Remote power off/Remote on-off connector
(5) Primary Group: outlets for connecting critical equipment
(6a) Group 1: Two programmable outlets for equipment connection
(6b) Group 2: One programmable outlet for equipment connection
(7) C14 inlet for AC power source
(8) Threaded hole for ground screw

Technical Specifications

Towers G5 UPS Specifications

Electrical Input	**Voltage Range**	NA/JP Models = 100 to 125V INTL Models = 200 to 240V See Model Matrix for nominal and user selectable voltage settings.
	Frequency	50/60 Hz (auto-sensing)
	Online Efficiency	>95%
Electrical Output	**On battery Regulation**	-10% to +6% of nominal voltage
	Voltage Waveform	Sine wave
	Connections	See Model Selection Matrix
	Output protection	Firmware overload sensing and control
Battery	**Type**	Maintenance-free, rechargeable, valve regulated lead-acid batteries
	Extended Batteries	N/A
	Backup Time	See Backup Times Chart
	Recharge Time	<4 hours to charge 90% usable capacity. <24 hours for complete recharge
	Voltage	750 and 1000 models are 24 volt, 1500 model is 36 volt
Communications	**Serial Ports**	RS232 (via RJ45 connector to DB9) and USB ports (ships with communication cables)
	Option Slot	Yes, for the UPS management card
	Option Cards	Optional Network Management Card available
	LCD Interface	LCD Display and Button Interface on front panel
	Management Software	Power Management including HPE Power Protector software. See HPE Power Protector QuickSpecs for more information.
Environmental and Safety	**Operating Temperature**	0°C to 40°C (32°F to 104°F)
	Non-operating Temperature	-15°C to 40°C (5°F to 104°F) (with battery) -15°C to 50°C (5°F to 122°F) (without battery)
	Operating Humidity	0% to 90% (non-condensing)
	Storage Humidity	5% to 90% (non-condensing)
	Operating Altitude	Up to 1500 m above sea level
	Audible Noise	<40dB in normal operation. <45dB while charging, on inverter, or in Buck/Boost mode
	Safety Markings	NA/JPN: UL/cUL, ICES B,NOM,VCCI, Int'l: CE,TUV GS,C-tick,EAC,KC
	Safety Certifications	UL1778, UL60950-1; CSA22.2 No.107.3-05; EN609501-, EN62040-1 IEC62040-1-1, IEC 60950-1
	EMC Markings	FCC-A; CISPR 22; VCCI A; CE, BSMI, C-TICK
	Emissions	FCC CFR 47, Part 15 Class A, EN50091-2
	Immunity	EN 55024; EN 50091-2 consisting of IEC 61000-4-2 thru IEC 61000-4-6; IEC 61000-4-11
	Surge Suppression	Conforms to IEEE 587B and ANSI C62.41

Technical Specifications

	RPO/ROO	The Normally Closed (NC) RPO shuts off power to all UPS outlets when opened. The UPS must be manually restarted once the terminals are closed again. There is a preinstalled jumper in the RPO terminals. The Normally Open (NO) ROO initiates a UPS Power On function when closed. Opening the terminals again will shut off the UPS

HPE T750 G5 UPS

See model matrix for other specifications.

T750 G5, NA/JP Q1F47A **T750 G5, INTL** Q1F48A	**Load Segments**	(3): Primary Load Group, Group 1 and Group 2
	Unit Dimensions (WxDxH)	5.9 x 13.6 x 9.1 inch (150 x 345 x 230 mm)
	Unit Weight	22.77 lbs (10.35 kg)

HPE T1000 G5 UPS

T1000 G5, NA/JP Q1F49A **T1000 G5, INTL** Q1F50A	**Load Segments**	(3): Primary Load Group, Group 1 and Group 2
	Unit Dimensions (WxDxH)	5.9 x 13.6 x 9.1 inch (150 x 345 x 230 mm)
	Unit Weight	24.46 lbs (11.12 kg)

HPE T1500 G5 UPS

T1500 G5, NA/JP Q1F51A **T1500 G5, INTL** Q1F52A	**Load Segments**	(3): Primary Load Group, Group 1 and Group 2
	Unit Dimensions (WxDxH)	5.9 x 17.5 x 9.1 inch (150 x 445 x 230 mm)
	Unit Weight	34.32 lbs (15.6 kg)
	Notes: Locate which Operating Systems are supported at: https://www.hpe.com/us/en/product-catalog/detail/pip.hpe-advanced-power-manager.5202410.html.	

What's in the box:

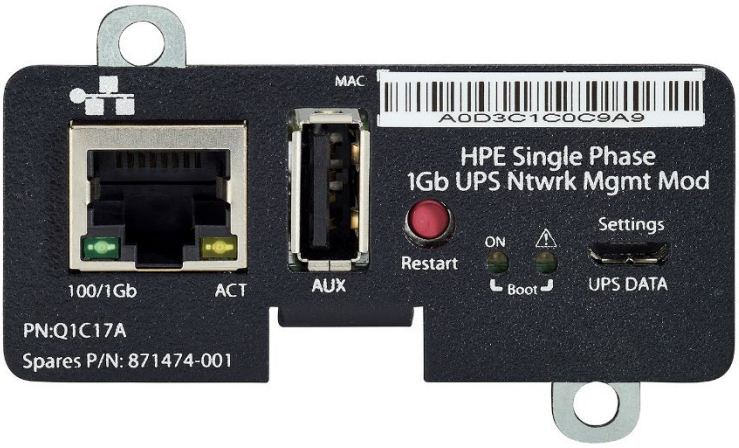
- HPE Tower UPS
- Output power jump cables (2) for HV North America and International models
- RS-232 communication cable (1)
- USB cable (1)
- Cable locking device for HV North America and International models
- Documentation

Environment-friendly Products and Approach - End-of-life Management and Recycling

Hewlett Packard Enterprise offers end-of-life product return, trade-in, and recycling programs, in many geographic areas, for our products. Products returned to Hewlett Packard Enterprise will be recycled, recovered or disposed of in a responsible manner.

The EU WEEE Directive (2012/19/EU) requires manufacturers to provide treatment information for each product type for use by treatment facilities. This information (product disassembly instructions) is posted on the Hewlett Packard Enterprise web site. These instructions may be used by recyclers and other WEEE treatment facilities as well as Hewlett Packard Enterprise OEM customers who integrate and re-sell Hewlett Packard Enterprise equipment.

Related Options



UPS Network Management

The HPE 1Gb Ethernet Network Management Module enables you to monitor and manage power environments through comprehensive control of HPE UPSs. The HPE UPS Management Module can support either a single UPS configuration or provide additional power protection with support for dual redundant UPS configuration for no-single-point-of-failure. The additional serial ports will provide greater power management control and flexible monitoring.

The management module can be configured to send alert traps to HPE Systems Insight Manager and other SNMP management programs or used as a standalone management system. This flexibility enables you to monitor and manage UPSs through the network. To facilitate day-to-day maintenance tasks, the embedded management software provides detailed system logs.

The HPE UPS Network Module provides remote management of a UPS by connecting the UPS directly to the network. You now have configuration and management of the UPS from anywhere and at any time via a standard web browser.

Notes: For more information on the UPS Network Module please see: hpe.com/info/rackandpower.

UPS Management Module Q1C17A
HPE Single Phase 1Gb UPS Network Management Module

Related Options

HPE T750 G5 UPS Model					
Part Number	**Default Voltage Setting**	**Operating Voltage Settings***	**Power Out (VA/Watts)**	**Input Connection**	**Output Connection****
Q1F47A NA/JP	120V	120V/125V	750/600	Attached NEMA 5-15P 1.8m cord	(8) NEMA 5-15R
		100V	625/500		
Q1F48A HV INTL	230V	220V/230V/240V	850/600	C14 Inlet for country specific power cord	(6) IEC C13
		200/208	750/540		
HPE T1000 G5 UPS Model					
Part Number	**Default Voltage Setting**	**Operating Voltage Settings***	**Power Out (VA/Watts)**	**Input Connection**	**Output Connection****
Q1F49A NA/JP	120V	120V/125V	1000/770	Attached NEMA 5-15P 1.8m cord	(8) NEMA 5-15R
		100V	833/641		
Q1F50A HV INTL	230V	220V/230V/240V	1150/770	C14 Inlet for country specific power cord	(8) IEC C13
		200/208	765/540		
HPE T1500 G5 UPS Model					
Part Number	**Default Voltage Setting**	**Operating Voltage Settings***	**Power Out (VA/Watts)**	**Input Connection**	**Output Connection****
Q1F51A NA/JP	120V	120V/125V	1440/1100	Attached NEMA 5-15P 1.8m cord	(8) NEMA 5-15R
		100V	1080/825		
Q1F52A HV INTL	230V	220V/230V/240V	1550/1100	C14 Inlet for country specific power cord	(8) IEC C13
		200/208	1395/990		

Notes:

- *Voltage is user selectable via LCD Front Display Panel.
- **Output connections consist of a Primary Load Group and two programmable Load Groups

Related Options

Battery runtimes are approximate and may vary with equipment, configuration, battery age, temperature, etc.

Tower UPS Models	
Load (Percent)	**Estimated battery runtime at 100% battery charge** (Minutes)
T750 UPS	
10%	69
20%	33
30%	22
40%	16
50%	12
60%	9
70%	8
80%	7
90%	6
100%	4
T1000 UPS	
10%	62
20%	33
30%	21
40%	15
50%	12
60%	9
70%	8
80%	7
90%	6
100%	4
T1500 UPS	
10%	83
20%	43
30%	25
40%	18
50%	14
60%	10
70%	8
80%	7
90%	6
100%	4

Service and Support

HPE Services

No matter where you are in your digital transformation journey, you can count on HPE Services to deliver the expertise you need when, where and how you need it. From planning to deployment, ongoing operations and beyond, our experts can help you realize your digital ambitions.
https://www.hpe.com/services

Consulting Services

No matter where you are in your journey to hybrid cloud, experts can help you map out your next steps. From determining what workloads should live where, to handling governance and compliance, to managing costs, our experts can help you optimize your operations.
https://www.hpe.com/services/consulting

HPE Managed Services

HPE runs your IT operations, providing services that monitor, operate, and optimize your infrastructure and applications, delivered consistently and globally to give you unified control and let you focus on innovation.
HPE Managed Services | HPE

Operational Services

Optimize your entire IT environment and drive innovation. Manage day-to-day IT operational tasks while freeing up valuable time and resources. Meet service-level targets and business objectives with features designed to drive better business outcomes.
https://www.hpe.com/services/operational

HPE Complete Care Service

HPE Complete Care Service is a modular, edge-to-cloud IT environment service designed to help optimize your entire IT environment and achieve agreed upon IT outcomes and business goals through a personalized experience. All delivered by an assigned team of HPE Services experts. HPE Complete Care Service provides:

- A complete coverage approach – edge to cloud
- An assigned HPE team
- Modular and fully personalized engagement
- Enhanced Incident Management experience with priority access
- Digitally enabled and AI-driven customer experience

https://www.hpe.com/services/completecare

Service and Support

HPE Tech Care Service

HPE Tech Care Service is the operational support service experience for HPE products. The service goes beyond traditional support by providing access to product specific experts, an AI-driven digital experience, and general technical guidance to not only reduce risk but constantly search for ways to do things better. HPE Tech Care Service delivers a customer-centric, AI-driven, and digitally enabled customer experience to move your business forward. HPE Tech Care Service is available in three response levels. Basic, which provides 9x5 business hour availability and a 2-hour response time. Essential which provides a 15-minute response time 24x7 for most enterprise level customers, and Critical which includes a 6-hour repair commitment, where available and outage management response for severity 1 incidents.
https://www.hpe.com/services/techcare

HPE Lifecycle Services

HPE Lifecycle Services provide a variety of options to help maintain your HPE systems and solutions at all stages of the product lifecycle. A few popular examples include:

- Lifecycle Install and Startup Services: Various levels for physical installation and power on, remote access setup, installation and startup, and enhanced installation services with the operating system.
- HPE Firmware Update Analysis Service: Recommendations for firmware revision levels for selected HPE products, taking into account the relevant revision dependencies within your IT environment.
- HPE Firmware Update Implementation Service: Implementation of firmware updates for selected HPE server, storage, and solution products, taking into account the relevant revision dependencies within your IT environment.
- Implementation assistance services: Highly trained technical service specialists to assist you with a variety of activities, ranging from design, implementation, and platform deployment to consolidation, migration, project management, and onsite technical forums.
- HPE Service Credits: Access to prepaid services for flexibility to choose from a variety of specialized service activities, including assessments, performance maintenance reviews, firmware management, professional services, and operational best practices.

Notes: To review the list of Lifecycle Services available for your product go to:
https://www.hpe.com/services/lifecycle

For a list of the most frequently purchased services using service credits, see the HPE Service Credits Menu

Other Related Services from HPE Services:

HPE Education Services

Training and certification designed for IT and business professionals across all industries. Broad catalogue of course offerings to expand skills and proficiencies in topics ranging from cloud and cybersecurity to AI and DevOps. Create learning paths to expand proficiency in a specific subject. Schedule training in a way that works best for your business with flexible continuous learning options.
https://www.hpe.com/services/training

Service and Support

Defective Media Retention

An option available with HPE Complete Care Service and HPE Tech Care Service and applies only to Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

Consult your HPE Sales Representative or Authorized Channel Partner of choice for any additional questions and services options.

Parts and Materials

HPE will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

How to Purchase Services

Services are sold by Hewlett Packard Enterprise and Hewlett Packard Enterprise Authorized Service Partners:

- Services for customers purchasing from HPE or an enterprise reseller are quoted using HPE order configuration tools.
- Customers purchasing from a commercial reseller can find services at https://ssc.hpe.com/portal/site/ssc/

AI-Powered and Digitally Enabled Support Experience

Achieve faster time to resolution with access to product-specific resources and expertise through a digital and data driven customer experience

Sign into the HPE Support Center experience, featuring streamlined self-serve case creation and management capabilities with inline knowledge recommendations. You will also find personalized task alerts and powerful troubleshooting support through an intelligent virtual agent with seamless transition when needed to a live support agent.
https://support.hpe.com/hpesc/public/home/signin

Consume IT On Your Terms

HPE GreenLake edge-to-cloud platform brings the cloud experience directly to your apps and data wherever they are—the edge, colocations, or your data center. It delivers cloud services for on-premises IT infrastructure specifically tailored to your most demanding workloads. With a pay-per-use, scalable, point-and-click self-service experience that is managed for you, HPE GreenLake edge-to-cloud platform accelerates digital transformation in a distributed, edge-to-cloud world.

- Get faster time to market
- Save on TCO, align costs to business
- Scale quickly, meet unpredictable demand
- Simplify IT operations across your data centers and clouds

To learn more about HPE Services, please contact your Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise Authorized Channel Partner. Contact information for a representative in your area can be found at "Contact HPE" https://www.hpe.com/us/en/contact-hpe.html

For more information
http://www.hpe.com/services

Summary of Changes

Date	Version History	Action	Description of Change
16-Feb-2026	Version 6	Changed	New branding applied to document
04-Dec-2023	Version 5	Changed	Service and Support Section was updated
15-Nov-2021	Version 4	Changed	Service and Support Section was updated
01-Oct-2018	Version 3	Changed	Overview and Related Options were updated.
02-Jul-2018	Version 2	Changed	Models Section was Updated
02-Apr-2018	Version 1	New	New QuickSpecs

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