



# IBM 1000VA and 1500VA LCD Tower UPS options available for IBM System x servers

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## At a glance

IBM® 1000VA and 1500VA LCD Tower Uninterruptible Power Supply (UPS) offerings provide power protection with increased efficiency and simplified power management to safeguard high-availability IBM System x® server environments.

- 1000VA (750 W), and 1500VA (1000 W) tower offerings
- 95+% energy efficiency across line at 100% load
- Nine-language graphical Liquid Crystal Display (LCD) which provides intuitive management and monitoring capabilities
- Hot-swappable batteries for maximum uptime, availability, and ease of maintenance
- IBM three-stage charging technology significantly extends battery service life and optimizes recharge time
- Standard intelligent Power Manager Supervisory software to monitor, manage, and to gradually shut down the connected load in the event of a power failure
- Optional Network Management Card (46M4110) for enhanced UPS monitoring and control
- Optional Environmental Monitoring Probe (46M4113) for thermal management requirements
- Integration with IBM Systems Director Active Energy Manager™ (AEM) for single pane of glass power and thermal trending analysis and management

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

## Overview

In today's high availability server environments, unplanned power outages or line quality irregularities can have a considerable financial impact on small, medium, and large enterprise businesses. Selecting the right uninterruptible power supply (UPS) can efficiently, reliably, and affordably help protect against these potentially costly incidents.

The new power-dense IBM 1000VA and 1500VA LCD Tower UPS offerings provide maximum protection, increased efficiency, and simplified power management to safeguard small offices or System x distributed tower server environments.

IBM 5396 UPS tower offerings come in space-efficient 1.0kVA and 1.5kVA tower designs. These models are equipped to meet the requirements of your highest

availability systems with geography-specific high- and low-voltage solutions available.

- 1000 VA/750 W Tower
  - 53961AX (120V) with eight NEMA 5-15R
  - 53961JX (100V) with eight NEMA 5-15R
  - 53961KX (230V) with eight IEC 320 C13 receptacles
- 1500 VA/1000 W Tower
  - 53962AX (120V) with eight NEMA 5-15R
  - 53962JX (100V) with eight NEMA 5-20R
  - 53962KX (230V) with eight IEC 320 C13 receptacles

These units are designed to operate at a greater than 95% efficiency rating at full load and can increase uptime, with next-generation power protection, while helping reduce operating costs.

These new offerings also provide intuitive power management and monitoring capabilities. The intelligent three-button, dual-color backlight graphical Liquid Crystal Display (LCD) features a bright, easy-to-navigate panel that provides configurability and displays important status information in nine languages - English, French, German, Spanish, Russian, Korean, Japanese, Simplified Chinese, and Traditional Chinese. Runtime, load troubleshooting, and other vital information are also exhibited. Intelligent power manager supervisory software is also standard to monitor, manage, and to gradually shut down the connected server loads in the event of an extended power interruption.

They also come equipped with a communication bay for installation of an optional Network Management Card (46M4110). The Network Management Card provides convenient over-the-network UPS remote monitoring and management through a standard Web browser. An optional Environmental Monitoring Probe (46M4113) is also available for thermal (temperature and humidity) management requirements.

IBM Systems Director Active Energy Manager (AEM) provides an array of new features that allow power and thermal trending analysis for improved power management. By plugging systems into an IBM UPS, AEM is able to collect power information for each device, presenting a more complete view of energy usage within the data center. With access to accurate, detailed information on power usage right at their fingertips, IT and facility managers are now able to manage their data center for optimal energy efficiency, migrating workloads to alleviate hot spots or transferring work from underutilized systems to conserve energy.

The new IBM 5396 UPSs also feature ABM technology, which incorporates sophisticated sensing circuitry and an innovative three-stage charging technique to significantly extend battery service life and optimize recharge time. ABM also provides up to a 60-day notification when a hot-swappable battery is approaching the end of its useful life. Hot-swappable batteries enable maximum uptime, availability, and ease of maintenance.

All 5396 units come equipped with intelligent load segments. These individual receptacle groups can be programmed and controlled allowing mission-critical devices to be prioritized during shutdown to preserve battery runtime.

### ***Feature exchange***

None

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## **Key prerequisites**

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The following customer-supplied wall outlets are required:

- UPS 1000VA and 1500VA LCD Tower UPS - 100 V to 230 V, 10 A to 6.5 A circuit (single phase)

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## Planned availability date

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October 18, 2010

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## Description

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The 1000VA and 1500VA LCD Tower UPS offerings include all the components necessary to set up and support System x servers.

### Communications and management

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- Interface port: DB-9 RS-232, and built-in USB
- Management software included:
  - IBM UPS Management Software
- Emergency Power Off (EPO): Terminal provided on the UPS where a separate external EPO switch can be connected to the UPS
- Optional Network Management card:
  - Built in Ethernet 100M, and RS232 Settings/AUX Input

System SEO Number	Processor	Memory	HDD Interface	CD-ROM HDD
None	None	None	None	None

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## Product positioning

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In the System x line of UPS offerings, the 1000VA and 1500VA LCD UPS options add a higher level of power support for IBM systems. These products do not replace any current offerings, but will reduce usage of the APC UPS 5000, since these new offerings have much higher watt-per-U space, higher quality power conditioning, and more management options.

These UPS products join the currently available IBM UPS family; they are high-availability UPS options in a tower form.

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## Product number

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### Single Entity Offerings (SEOs)

Description	SEO number
IBM 1000VA LCD Tower UPS (120V)	53961AX
IBM 1500VA LCD Tower UPS (120V)	53962AX

The following are newly announced features on the specified models of the IBM System x 5396 machine type.

Description	MT Model	Feature
5396-TU1	5396	TU1

5396-TU2	5396	TU2	
EMEA Long Leadtime Configurations	5396	TU1	1763
		TU2	
Hungary CHW plant 9SH	5396	TU1	1764
		TU2	
Guad CHW plant 9KQ	5396	TU1	1765
		TU2	
ISTC CHW 9K2	5396	TU1	1766
		TU2	
RTP CHW 9NR	5396	TU1	1767
		TU2	
Offload Manufacturing to ISTC	5396	TU1	1770
		TU2	
Capacity Scheduling Service	5396	TU1	1772
		TU2	
Custom SLA Scheduling Service	5396	TU1	1796
		TU2	
Custom Asset Tagging - Standard	5396	TU1	2200
		TU2	
Custom Asset Tagging - Enhanced	5396	TU1	2201
		TU2	
Request for Global Trade Number (UPC or EAN)	5396	TU1	2207
		TU2	
Custom Labeling	5396	TU1	2220
		TU2	
Custom Palletization	5396	TU1	2221
		TU2	
Department of Defense UID Label	5396	TU1	2320
		TU2	
2.8m, 10A/120V, C13 to NEMA 5-15P (US) Line Cord	5396	TU1	6313
		TU2	
Line cord - 1.8m, 10A/250V, C13 to NEMA 6-15P (US)	5396	TU1	6351
		TU2	
Line cord - 1.8M, 10A/125V, C13 to NEMA 5-15P (US)	5396	TU1	6369
		TU2	
Line cord - 2.8m, 10A/250V, C13 to NEMA 6-15P (US)	5396	TU1	6372
		TU2	
1000VA; 120V; Tower UPS	5396	TU1	6663
1500VA; 120V; Tower UPS	5396	TU2	6666
e1350 Special Bid Solution Component	5396	TU1	7929
		TU2	
Consolidate Shipment	5396	TU1	8031
		TU2	
e1350 Solution Component	5396	TU1	8034
		TU2	
TAA Compliant Order	5396	TU1	8067
		TU2	
No Publications Selected	5396	TU1	8086
		TU2	

### Model conversions

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None

### Feature conversions

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None

### Business Partner information

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If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld® ID and password are required (use IBM ID).

<https://www.ibm.com/partnerworld/mem/sla.jsp?num=>

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## Publications

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Publications are shipped with the announced products.

The IBM Systems Information Center provides you with a single information center where you can access product documentation for IBM systems hardware, operating systems, and server software. Through a consistent framework, you can efficiently find information and personalize your access. The IBM Systems Information Center is at

<http://publib14.boulder.ibm.com/infocenter/systems>

### **IBM Publications Center Portal**

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<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided, as well as payment options via credit card. A large number of publications are available online in various file formats, which can currently be downloaded free of charge.

**Displayable softcopy publications:** None

**Source file publications:** None

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## Services

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### **Global Technology Services**

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IBM services include business consulting, outsourcing, hosting services, applications, and other technology management.

These services help you learn about, plan, install, manage, or optimize your IT infrastructure to be an On Demand Business. They can help you integrate your high-speed networks, storage systems, application servers, wireless protocols, and an array of platforms, middleware, and communications software for IBM and many non-IBM offerings. IBM is your one-stop shop for IT support needs.

For details on available services, contact your IBM representative or visit

<http://www.ibm.com/services/>

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or visit

<http://www.ibm.com/services/continuity>

For details on education offerings related to specific products, visit

<http://www.ibm.com/services/learning/index.html>

Select your country, and then select the product as the category.

### **System x and BladeCenter support services**

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#### ***Recommended core technical support***

When you buy IBM System x technology, include the support services you need -- to help keep both your hardware and software working for you, day after day, at peak performance. It's your first step toward helping to protect your investment and sustain high levels of system availability. We offer service-level and response-time

options to fit your business needs. And we'll help you get started with a core support package that includes:

- **Continuous system monitoring**

Electronic monitoring that helps speed up problem-solving with automated, early detection of potential problems and system errors.

- **Hardware maintenance**

World-class remote and on-site hardware problem determination and repair services.

- **Software technical support**

Access to help line calls for fast, accurate answers to your questions during installation and throughout ongoing operations.

For more information, visit

<http://www.ibm.com/servers/eserver/xseries/services.html>

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## Technical information

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### Specified operating environment

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#### *Physical specifications*

#### **IBM 1000VA LCD Tower UPS**

##### **Dimensions**

- Approximate height: 246 mm (9.7 in)
- Approximate width: 160 mm (6.3 in)
- Approximate depth: 436 mm (17.2 in)
- Approximate weight: 14.3 kg (31.5 lb)

##### **Shipping dimensions**

- Approximate height: 389 mm (15.3 in)
- Approximate width: 291 mm (11.5 in)
- Approximate depth: 577 mm (22.7 in)
- Approximate weight: 16.7 kg (36.8 lb)

#### **IBM 1500VA LCD Tower UPS**

##### **Dimensions**

- Approximate height: 246 mm (9.7 in)
- Approximate width: 160 mm (6.3 in)
- Approximate depth: 436 mm (17.2 in)
- Approximate weight 19.0 kg (41.9 lb)

##### **Shipping dimensions**

- Approximate height: 389 mm (15.3 in)
- Approximate width: 291 mm (11.5 in)
- Approximate depth: 577 mm (22.7 in)
- Approximate weight: 21.4 kg (47.1 lb)

## **Electrical specifications**

- UPS 1,000 VA / 750W Tower - (single phase)
  - 53961AX 1000 VA, 120V AC, 60 Hz, 8.8 A
- Output through 8 NEMA 5-15R receptacles
  - 53961JX 1000 VA, 100V AC, 60 Hz, 10.5 A
- Output through 8 NEMA 5-15R receptacles
- UPS 1,000 VA / 750 W Tower - (single phase)
  - 53961KX 1,000 VA, 220-240V AC, 50 Hz, 4.6 A
- Output through 8 IEC 320 C13 receptacles
- UPS 1,500 VA / 1000 W Tower - (single phase)
  - 53962AX 1440 VA, 120V AC, 60 Hz, 12.6 A
- Output through 8 NEMA 5-15R, receptacles
- UPS 1,500 VA / 1000 W Tower - (single phase)
  - 53962JX 1200 VA, 100V AC, 60 Hz, 12.6 A
- Output through 8 NEMA 5-20R, receptacles
- UPS 1,500 VA / 1000 W Tower - (single phase)
  - 53962KX 1,500 VA, 220-240V AC, 50 Hz, 6.9 A
- Output through 8 IEC 320 C13 receptacles
- Audible noise at 1 meter: 55 dBa (100% load)
- Online thermal dissipation:
  - 1AX, 1JX, 1KX - 853 BTU/hr
  - 2AX, 2JX, 2KX - 1708 BTU/hr

## **Equipment approvals and safety**

- FCC
- UL
- CSA or cUL
- CE Mark
- NOM
- GOST
- BSMI Taiwan
- CB Report
- VCCI
- C-Tick (Australia)
- Korea KC

## **Standards**

None

## **Operating environment**

- Temperature: 0° to 40.0° C (32° to 104° F) at 0 to 3,000 m (0 to 9,843 ft)
- Relative humidity: 5% to 95%
- Maximum altitude: 3,000 m (9,843 ft)

## **Hardware requirements**

None

## **Software requirements**

The 1000VA or 1500VA LCD UPS will provide backup power to your server regardless of the operating system used. However, to enjoy the benefits and manageability features provided with the IBM UPS Management Software (which is needed to shutdown the server gracefully during a power outage by receiving and processing the shutdown commands from the UPS or NMC based on the operating state of the UPS) via SNMP or serial, one of the following operating systems must be used:

- Windows® XP Professional Edition
- Windows XP Professional x64 Edition
- Windows Server 2003/2003 R2, Enterprise Edition
- Windows Server 2003/2003 R2, Enterprise x64 Edition
- Windows Server 2003/2003 R2, Standard Edition
- Windows Server 2003/2003 R2, Standard x64 Edition
- Windows Vista Business x86
- Windows Vista Business x64
- Windows Vista Ultimate x86
- Windows Vista Ultimate x64
- Windows 7 Prof x86
- Windows 7 Prof x64
- Windows 7 Ultimate x86
- Windows 7 Ultimate x64
- Windows Server 2008, Enterprise x86 Edition
- Windows Server 2008, Enterprise x64 Edition
- Windows Server 2008, Standard x86 Edition
- Windows Server 2008, Standard x64 Edition
- Windows Server 2008, Standard Edition R2 x64 Edition
- Red Hat Enterprise Linux® 5 Server Edition
- Red Hat Enterprise Linux 5 Server x64 Edition
- Red Hat Enterprise Linux 4 AS for Intel® x86
- Red Hat Enterprise Linux 4 AS for 64 bit
- Red Hat Enterprise Linux 4 ES for x86
- Red Hat Enterprise Linux 4 ES for 64 bit
- Red Hat Enterprise Linux 4 AS for iSeries® and pSeries®

Also, to enjoy the benefits and manageability features provided with the IBM UPS Management SW via USB, one of the following operating systems must be used:

- Windows XP Professional Edition
- Windows XP Professional x64 Edition
- Windows Server 2003/2003 R2, Enterprise Edition
- Windows Server 2003/2003 R2, Enterprise x64 Edition
- Windows Server 2003/2003 R2, Standard Edition
- Windows Server 2003/2003 R2, Standard x64 Edition
- Windows Vista Business x86
- Windows Vista Business x64
- Windows Vista Ultimate x86
- Windows Vista Ultimate x64
- Windows 7 Prof x86
- Windows 7 Prof x64
- Windows 7 Ultimate x86



- Windows 7 Ultimate x64
- Windows Server 2008, Enterprise x86 Edition
- Windows Server 2008, Enterprise x64 Edition
- Windows Server 2008, Standard x86 Edition
- Windows Server 2008, Standard x64 Edition
- Windows Server 2008, Standard Edition R2 x64 Edition

### **Program requirements**

None

### **Compatibility**

The IBM UPS 1000VA and 1500VA are compatible with all System x servers, as well as other supporting devices that require ac power.

### **User group requirements**

This announcement satisfies or partially satisfies the requirements from one or more of the worldwide user group communities. Groups include COMMON, COMMON Europe, Guide Share Europe (GSE), InterAction (Australia/New Zealand), Japan Guide Share (JGS), and SHARE Inc.

### **Planning information**

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#### **Customer responsibilities**

##### **1000VA and 1500VA LCD Tower UPS**

The IBM 1000VA and 1500VA LCD Tower UPS are designated as customer setup. Customer setup instructions are shipped with each system.

**Note:** Due to the high weights of UPS and EBM options, it is very important that customers follow IBM recommendations on placement.

#### **Cable orders**

None

#### **Installability**

The IBM LCD Tower UPS requires about 30 minutes for installation. Installation includes unpacking, attaching customer provided line cord, setting up, and powering on the system.

#### **Packaging**

##### **1000VA and 1500VA LCD Tower UPS**

Product	Package description	Boxes
IBM 1000VA LCD Tower UPS	System unit carton	1
IBM 1500VA LCD Tower UPS		

#### Contents:

Base UPS with X-SNMP/Web Adapter Card with Serial Functionality

Accessory kit, includes:

- Serial Cable (3.7 m, 12 ft.)
- USB Cable
- REPO Connector
- Documentation kit, includes:
- Important Notices Manual

- Warranty Flyer
- Documentation CD
- Software CD

The 1000VA and 1500VA LCD Tower UPS is shipped as a single package. Other items are in zipped bags.

## **Retail only**

### *Packaging dimensions/weight*

#### **IBM 1000VA LCD Tower UPS**

##### **Shipping dimensions**

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- Approximate height: 270 mm (10.6 in)
- Approximate width: 600 mm (23.6 in)
- Approximate depth: 800 mm (31.5 in)
- Approximate weight:
  - 27.5 kg (60.7 lb) - 1AX
  - 28.6 kg (63.0 lb) - 1KX

#### **IBM 1500VA LCD Tower UPS**

##### **Shipping dimensions**

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- Approximate height: 270 mm (10.6 in)
- Approximate width: 600 mm (23.6 in)
- Approximate depth: 1000 mm (39.4 in)
- Approximate weight:
  - 40.3 kg (88.7 lb) - 2AX
  - 40.5 kg (89.3 lb) - 2KX

**Note:** All measurements are approximate.

### **Supplies**

#### **For end users**

IBM 1000VA or 1500VA LCD Tower UPS can be purchased through dealers around the world.

#### **Security, auditability, and control**

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It is a customer's responsibility to ensure that the server is secure to prevent sensitive data from being removed.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

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## **IBM Electronic Services**

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IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but

complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

<http://www.ibm.com/support/electronic>

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## Terms and conditions

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### ***MES discount applicable***

No

### ***Field installable feature***

Yes

### ***Customer setup***

Yes

### ***Machine code***

No license terms apply.

### ***IBM Global Financing***

Yes

To obtain copies of the IBM Statement of Limited Warranty, contact your reseller or IBM.

In the United States, call 800-IBM-SERV (426-7378), or write to:

Warranty Information  
P.O. Box 12195  
Research Triangle Park, NC 27709  
Attn: Dept JDJA/B203

### ***Warranty period***

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- Three years - 5396 Tower UPS
- Optional features - One year

### ***Extended Warranty Service***

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This product is provided with three years of standard warranty.

An IBM part or feature installed during the initial installation of an IBM machine is subject to a full warranty effective on the date of installation of the machine. An IBM part or feature which replaces a previously installed part or feature assumes the remainder of the warranty period for the replaced part or feature. An IBM part or feature added to a machine without replacing a previously installed part or feature is subject to a full warranty effective on its date of installation. Unless specified otherwise, the warranty period, type of warranty service, and service level of a part or feature is the same as the machine it is installed.

The following have been designated as consumables or supply items and are, therefore, not covered by this warranty:

- None

### **Warranty service**

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If required, IBM provides repair or exchange service, depending on the type of warranty service specified below for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM website. Certain machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines On-site Service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts. Service levels are response-time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations. Additional charges may apply outside IBM's normal service area. Contact your local IBM representative or your reseller for country- and location-specific information.

The type of service is Customer Replaceable Unit (for example, keyboard, mouse, speaker, memory, or hard disk drive) Service and On-site Service.

### **Customer Replaceable Unit (CRU) Service**

IBM provides a replacement CRU to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM at any time on your request. A CRU is designated as being either a Tier 1 (mandatory) or a Tier 2 (optional) CRU. Installation of Tier 1 CRUs, as specified in this announcement, is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation. You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service designated for your Machine.

Based upon availability, a CRU will be shipped for next-business-day (NBD) delivery. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, return instructions and a container are shipped with the replacement CRU, and you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

The following parts have been designated as Tier 1 CRUs:

- 1000VA 120V Tower UPS Chassis
- 1000VA 100V Tower UPS Chassis
- 1000VA 230V Tower UPS Chassis
- 1500VA 100V Tower UPS Chassis
- 1500VA 230V Tower UPS Chassis
- 1500VA 120V Tower UPS Chassis
- Front bezel
- RS232 Communications Cable
- USB Cable

- REPO Connector
- NMC Card Setting Cable
- Network Management Card Kit
- UPS 1000VA Battery
- UPS 1500VA Battery
- Power cord
- Environmental Monitoring Probe kit

### ***On-site Service***

At IBM's discretion you will receive CRU service or IBM or your reseller will repair the failing machine at your location and verify its operation. If required, On-site Repair is provided, 9 hours per day, Monday through Friday excluding holidays, NBD response. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well lit, and suitable for the purpose. On-site Service is not available in all countries, and some countries have kilometer or mileage limitations from an IBM service center. In those locations where On-site Service is not available, the normal in-country service delivery is used.

Call IBM at 1-800-IBM-SERV (426-7378) to assist with problem isolation for hardware to determine if warranty service is required. Telephone support may be subject to additional charges, even during the limited warranty period.

Calls must be received by 5:00 p.m. local time in order to qualify for NBD service.

### ***International Warranty Service***

International Warranty Service (IWS) is available in selected countries or regions.

The warranty service type and the service level provided in the servicing country may be different from that provided in the country in which the machine was purchased.

Under IWS, warranty service will be provided with the prevailing warranty service type and service level available for the IWS-eligible machine type in the servicing country, and the warranty period observed will be that of the country in which the machine was purchased.

To determine the eligibility of your machine and to view a list of countries where service is available, visit

<http://www-304.ibm.com/jct01004c/systems/support/supportsite.wss/warrantyform?brandind=5000008>

For more information on IWS, refer to Services Announcement [601-034](#), dated September 25, 2001.

### ***Licensing***

Programs included with this product are licensed under the terms and conditions of the License Agreements that are shipped with the system.

### ***Maintenance services***

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#### ***ServicePac , ServiceSuite , ServiceElect, and ServiceElite***

ServicePac®, ServiceSuite™, ServiceElect, and ServiceElite provide hardware warranty service upgrades, maintenance, and selected support services in one agreement.

### **Warranty service upgrade**

During the warranty period, a warranty service upgrade provides an enhanced level of On-site Service for an additional charge. A warranty service upgrade must be purchased during the warranty period and is for a fixed term (duration). It is not refundable or transferable and may not be prorated. If required, IBM will provide the warranty service upgrade enhanced level of On-site Service acquired by the customer. Service levels are response-time objectives and are not guaranteed.

IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM website. Certain machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines On-site Service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts.

CRUs will be provided as part of the machine's standard warranty CRU Service except that you may install a Tier 1 CRU yourself or request IBM installation, at no additional charge, under one of the On-site Service levels specified below.

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well lit, and suitable for the purpose.

### **Maintenance service**

If required, IBM provides repair or exchange service, depending on the type of maintenance service specified below for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM website. Certain machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines On-site Service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts. Service levels are response-time objectives and are not guaranteed.

#### *CRU Service*

If your problem can be resolved with a CRU (for example, keyboard, mouse, speaker, memory, or hard disk drive), IBM will ship the CRU to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM at any time on your request.

IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, return instructions and a container are shipped with the replacement CRU, and you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

#### *On-site Service*

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well lit, and suitable for the purpose.

### **Maintenance service (ICA)**

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Maintenance services are available for ICA legacy contracts.

### ***Alternative service (warranty service upgrades)***

During the warranty period, a warranty service upgrade provides an enhanced level of On-site Service for an additional charge. A warranty service upgrade must be purchased during the warranty period and is for a fixed term (duration). It is not refundable or transferable and may not be prorated. If required, IBM will provide the warranty service upgrade enhanced level of On-site Service acquired by the customer. Service levels are response-time objectives and are not guaranteed.

IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM website. Certain machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines On-site Service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts.

A CRU will be provided as part of the machine's standard warranty CRU Service except that you may install a Tier 1 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service designated for your machine.

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well lit, and suitable for the purpose.

### ***Maintenance service***

If required, IBM provides repair or exchange service, depending on the type of maintenance service specified below for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM website. Certain machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines On-site Service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts. Service levels are response-time objectives and are not guaranteed.

#### *CRU Service*

If your problem can be resolved with a CRU (for example, keyboard, mouse, speaker, memory, or hard disk drive), IBM will ship the CRU to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM at any time on your request.

IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, return instructions and a container are shipped with the replacement CRU, and you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

#### *On-site Service*

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well lit, and suitable for the purpose.

### ***Non-IBM parts support***

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#### ***Warranty service***

IBM is now shipping machines with selected non-IBM parts that contain an IBM field replaceable unit (FRU) part number label. These parts are to be serviced during the IBM machine warranty period. IBM is covering the service on these selected

non-IBM parts as an accommodation to its customers, and normal warranty service procedures for the IBM machine apply.

**Warranty service upgrades and maintenance services**

Under certain conditions, IBM Integrated Technology Services repairs selected non-IBM parts at no additional charge for machines that are covered under warranty service upgrades or maintenance services.

IBM Service provides hardware problem determination on non-IBM parts (for example, adapter cards, PCMCIA cards, disk drives, or memory) installed within IBM machines covered under warranty service upgrades or maintenance services and provides the labor to replace the failing parts at no additional charge.

If IBM has a Technical Service Agreement with the manufacturer of the failing part, or if the failing part is an accommodations part (a part with an IBM FRU label), IBM may also source and replace the failing part at no additional charge. For all other non-IBM parts, customers are responsible for sourcing the parts. Installation labor is provided at no additional charge, if the machine is covered under a warranty service upgrade or a maintenance service.

**IBM hourly service rate classification**

One

**Model conversions**

No

**Machine installation**

Customer setup. Customers are responsible for installation according to the instructions IBM provides with the machine.

**Graduated program license charges apply**

No

**Licensed internal code and licensed machine code**

This product does not contain Licensed Internal Code or Licensed Machine Code.

**Educational allowance**

None

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**Prices**

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For current prices, contact IBM at 888-Shop-IBM (746-7426) or visit

<http://www-03.ibm.com/systems/x/>

IBM Description	Machine type	Model number	SEO number
IBM 1000VA LCD Tower UPS	5396	1AX	53961AX
IBM 1500VA LCD Tower UPS	5396	2AX	53962AX



The following are newly announced features on the specified models of the IBM System x 5396 machine type.

Description	Model Number	Feature Number	Initial/MES/Both/Support
UPS1000 tower	TU1		
UPS1500 tower	TU2		
EMEA Long Leadtime Configurations	TU1	1763	Initial
	TU2		Initial
Hungary CHW plant 9SH	TU1	1764	Initial
	TU2		Initial
Guad CHW plant 9KQ	TU1	1765	Initial
	TU2		Initial
ISTC CHW 9K2	TU1	1766	Initial
	TU2		Initial
RTP CHW 9NR	TU1	1767	Initial
	TU2		Initial
Offload Manufacturing to ISTC	TU1	1770	Initial
	TU2		Initial
Capacity Scheduling Service	TU1	1772	Initial
	TU2		Initial
Custom SLA Scheduling Service	TU1	1796	Initial
	TU2		Initial
Custom Asset Tagging - Standard	TU1	2200	Initial
	TU2		Initial
Custom Asset Tagging - Enhanced	TU1	2201	Initial
	TU2		Initial
Request for Global Trade Number (UPC or EAN)	TU1	2207	Initial
	TU2		Initial
Custom Labeling	TU1	2220	Initial
	TU2		Initial
Custom Palletization	TU1	2221	Initial
	TU2		Initial
Department of Defense UID Label	TU1	2320	Initial
	TU2		Initial
2.8m, 10A/120V, C13 to NEMA 5-15P (US) Line Cord	TU1	6313	Initial
	TU2		Initial
Line cord - 1.8m, 10A/250V, C13 to NEMA 6-15P (US)	TU1	6351	Initial
	TU2		Initial
Line cord - 1.8M, 10A/125V, C13 to NEMA 5-15P (US)	TU1	6369	Initial
	TU2		Initial
Line cord - 2.8m, 10A/250V, C13 to NEMA 6-15P (US)	TU1	6372	Initial
	TU2		Initial
1000VA; 120V; Tower UPS	TU1	6663	Initial
1500VA; 120V; Tower UPS			

	TU2	6666	Initial
e1350 Special Bid Solution Component	TU1	7929	Initial
	TU2		Initial
Consolidate Shipment	TU1	8031	Initial
	TU2		Initial
e1350 Solution Component	TU1	8034	Initial
	TU2		Initial
TAA Compliant Order	TU1	8067	Initial
	TU2		Initial
No Publications Selected	TU1	8086	Initial
	TU2		Initial

The Single Entity Offerings (SEO)

Description	SEO number
IBM 1000VA LCD Tower UPS	53961AX
IBM 1000VA LCD Tower UPS	53961JX
IBM 1000VA LCD Tower UPS	53961KX
IBM 1500VA LCD Tower UPS	53962AX
IBM 1500VA LCD Tower UPS	53962JX
IBM 1500VA LCD Tower UPS	53962KX

Description	type	Part number
IBM 1000VA LCD Tower UPS		53961AX
IBM 1500VA LCD Tower UPS		53962AX

  

Field install only	Plant install only	MES removal	Cables required
N	N	Y	Y

ServicePac for Warranty and Maintenance

Machine type/Model	Description	ServicePac SEO	number MTM
5396	3 Year Onsite Repair 9x5 4 Hour response	91Y5458	67567HA
5396	3 Year Onsite Repair 24x7 4 Hour Response	91Y5459	67567HB
5396	4 Year Onsite Repair 9x5 Next Business Day	91Y5460	67567HC
5396	4 Year Onsite Repair 9x5 4 Hour Response	91Y5461	67567HD
5396	4 Year Onsite Repair 24x7 4 Hour Response	91Y5462	67567HF
5396	5 Year Onsite Repair 9x5 Next Business Day	91Y5463	67567HG
5396	5 Year Onsite Repair 9x5 4 Hour Response	91Y5464	67567HH
5396	5 Year Onsite Repair 24x7 4 Hour Response	91Y5465	67567HJ

## ServicePac for Maintenance Agreement

Machine type/Model	Description	ServicePac SEO	ServicePac MTM
5396	1 Year Onsite Repair 9x5 Next Business Day	91Y5466	6756MGR
5396	1 Year Onsite Repair 9x5 4 Hour Response	91Y5467	6756MGS
5396	1 Year Onsite Repair 24x7 4 Hour Response	91Y5468	6756MGT
5396	2 Year Onsite Repair 9x5 Next Business Day	91Y5469	6756MGU
5396	2 Year Onsite Repair 9x5 4 Hour Response	91Y5470	6756MGV
5396	2 Year Onsite Repair 24x7 4 Hour Response	91Y5471	6756MGW

These ServicePac offerings are valid for models announced in the United States.

### **Maintenance charges**

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For additional information on maintenance and pricing, please contact your IBM Sales Representative or your IBM Business Partner, or call 1-800-IBM-CALL (1-800-426-2255).

For ServiceElect (ESA) maintenance service charges, contact IBM Global Services at 888-IBM-4343 (426-4343).

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