IBM®

IBM S2 25U and 42U new-generation rack cabinets deliver greater thermal performance and new convenience features in a more robust frame package

Overview

Three new S2 rack cabinets join the family of rugged, attractively priced, IBM rack solutions tailored to meet your requirements from entry- to advanced-enterprise environments. These 19-inch, industry-standard rack cabinets support rack-mountable IBM @server xSeries® servers.

S2 42U Standard Rack Cabinet (4SX)

This 42U[3] high rack conforms to the industry-standard, EIA™-310-D for 19-inch, type A rack cabinets. Features include:

- Thermally optimized to support high heat and power loads.
- Perforated front door — Improves air flow for a fan-free environment.
- Six side-wall compartments — Supports 1 U-high power distribution units (PDUs) and switches without taking up valuable rack space.
- Improved cable management system — Cable channel runs from top to bottom along with convenient cable management rings.
- Easy to install and remove side panels are a standard feature — Simplifies ordering and shipping.
- Front door hinged on either side — Provides flexibility to open in either direction.
- Split rear door for improved serviceability and access.
- Front and rear doors and side panels include locks and keys — Helps secure servers.

S2 42U Expansion Rack Cabinet (4EX)

This S2 rack provides an excellent solution for creating rack suites to economically support multiple servers and supporting devices.

It contains the same features as the S2 42U standard rack with the exception that, as an expansion cabinet, it does not require or include side panels. Instead of side panels, it includes rack attachment hardware as a standard feature to simplify:

- Ordering
- Shipping
- Installation
- Setup of complex, rack-suite or baying installations

S2 25U Standard Rack Cabinet (2SX)

Identical in design and features as the S2 42U standard rack, except it:

- Provides 25U of rack space.
- Contains two single side-wall compartments.
- Rack allows shipment of a fully configured system — Helps reduce installation time for customers[4].

Key prerequisites

Rack-mountable server including a rail kit designed to fit in an EIA 310D standard rack

Planned availability date

June 11, 2004

At a glance

Attractively priced IBM rack solutions help you manage and control IBM @server xSeries servers in your enterprise. Features include:

- Three new members that join the family of rugged, heavy-duty rack cabinets

- Perforated steel doors — Optimize cooling for high-density installations

- Improved cable management system

- Models include:

  - S2 42U Standard Rack
  - S2 42U Expansion Rack
  - S2 25U Standard Rack

- Reliable security through locking side panels, front, and rear doors

- Heavy-duty caster set for mobility

- Standard side panels on 4SX and 2SX models

- Support for current rack options

- Three-year, limited warranty[1,2]

Description

S2 Rack Cabinets Description

S2 25U Standard Rack (93072SX)

The perfect solution for small office/home office (SOHO) and large rollout remote deployments. This rack is at home in the data center or in the back office. Comprehensive rack solutions ready to deploy- no other options needed for a complete solution featuring:

- Capable of shipment fully configured
- Lockable doors and side panels
- Solid top for ergonomic work area
- Split rear door for easy access

S2 42U Standard Rack (93074SX)

Similar to the 25U rack except for the added EIA space to 42U. This rack includes everything needed to set up a high powered IT solution with the minimum amount of floor space. Comprehensive rack solutions ready to deploy — no other options needed for a complete solution featuring:

- Rack includes side panels for application as a stand-alone rack or used at the ends of a suite.

- Lockable doors and side panels — All use the same key.

- Thermally optimized for peak performance.

- Easy to move even large loads on the heavy duty casters.

- Side panels are easy to work with.

- Comes with a split rear door.

S2 42U Expansion Rack (93074EX)

This rack allows users to build multirack suites of IT power. The rack includes a baying kit, it is used in conjunction with the S2 Standard Rack. Comprehensive rack solutions ready to deploy — no other options needed for a complete solution featuring:

- Rack includes a baying kit to create multirack suites.
- Lockable doors.
- Thermally optimized for peak performance.
- Easy to move even large loads on the heavy duty casters.
- Split rear door.

Maximum scalability: The S2 rack platforms are designed for complex applications needed for your business today. They offer maximum scalability.

World-class support tools and programs: A number of tools and programs help make ownership a positive experience. From the start, IBM programs help you purchase your racks, get them setup, and keep them running over the long haul.

- IBM three-year limited warranty, with next-business-day (NBD) service (same-business-day service optionally available) helps protect your investment if a problem occurs. This service also includes replacement of parts.

- The ServerProven®,[5] program lets you confidently configure your IBM S2 racks with various devices and operating systems. This Web-based program provides compatibility information for various adapters and devices.

- Electronic support on the Web provides additional support in an easy-to-use format.

Additional information: All offers are subject to availability. IBM reserves the right to alter product offerings and specifications at any time without notice. IBM is not responsible for photographic or typographic errors.

IBM makes no representation or warranty regarding third-party products or services.

Product positioning

The new S2 25U and 42U rack cabinets replace the existing 25U and 42U Standard Rack family. The IBM Enterprise racks will stay in business as the IBM premier rack offering.

- 9606420 moves to 93074SX
- 9606421 moves to 93074EX
- 9606250 moves to 93072SX
- 930842S and 930842E stay in business as our top of the line offerings

Key messages:

- Extremely feature rich
- Rugged and robust
- Industry-standard design
- Economical

Leadership features:

- Three-year warranty
- Often priced below competition

Reference information

[1] With respect to on-site service, the customer may be asked certain diagnostic questions before a technician is sent.
[2] For information on the IBM Statement of Limited Warranty, visit

http://www.ibm.com/servers/support/ machine_warranties/

Alternatively, this information is also available by calling 800-426-7378 or contacting your IBM representative or reseller. Copies are available upon request.

Note: Visit periodically for the latest information on safe and effective computing
http://www.ibm.com/pc/safecomputing
[3] One U equals 44.45 mm (1.75 inches).
[4] Requires use of the pallet that ships with the rack unit.
[5] IBM makes no warranties, expressed or implied, regarding non-IBM products and services that are ServerProven, including but not limited to implied warranties of merchantability and fitness for a particular purpose. These products are offered and warranted solely by third parties.

Trademarks

EIA is a trademark of International Business Machines Corporation in the United States or other countries or both.
The e-business logo, xSeries, and ServerProven are registered trademarks of International Business Machines Corporation in the United States or other countries or both.
Other company, product, and service names may be trademarks or service marks of others.

Publications

The publication *IBM S2 Installation Guide* is shipped with the S2 racks. It contains information about installation and setup, installing options, reference information, and problem determination. The installation guide has easy-to-use text and pictorials to enable users to quickly set up their S2 racks.

Note: Software versions, features, and functions shipped with these systems may change as new releases become available or may be discontinued at any time.

Displayable softcopy publications: The product books are offered in displayable form. The displayable manuals are part of the basic machine-readable material.

Source file publications: None

Services

Integrated technology services (IBM Global Services)

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

IBM technology services help you learn about, plan, install, manage, or optimize your IT infrastructure for e-business. We 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.

Visit the appropriate link below for details on services available dependent on the xSeries® brand the product belongs to.

http://www.ibm.com/services/its/us/intel.html

For details on education offerings related to the products listed, visit

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

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

For more details on IBM Global Services capabilities, contact your IBM representative, or visit

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

Your IBM representative can help you determine availability of standard and customized services.

Technical information

Physical specifications

S2 42U Standard rack cabinet (93074SX)

External dimensions

- Height: 1999 mm (78.7 in)
- Width: 605 mm (23.8 in)
- Depth: 1001 mm (39.4 in)
- Weight: 124.7 kg (275 lb)

Internal dimensions

- Height: 1870 mm (73.6 in)
- Width: 450 mm (17.7 in)
- Depth: 865 mm (34.0 in) — Frame
- Depth: 719 mm (28.3 in) — Front-to-rear mounting flanges

Load carrying capacity

On casters (dynamic)/on leveling pads (stationary)

- Empty cabinet: 124.7 kg (275 lb)
- Load capacity: 907.2 kg (1996 lb)
- Total: 1031.9 kg (2275 lb)

S2 42U Expansion rack cabinet (93074EX)

External dimensions

- Height: 1999 mm (78.7 in)
- Width: 600 mm (23.6 in)
- Depth: 1001 mm (39.4 in)
- Weight: 93.9 kg (207 lb)

Internal dimensions

- Height: 1870 mm (73.6 in)
- Width: 450 mm (17.7 in)
- Depth: 865 mm (34.0 in) — Frame
- Depth: 719 mm (28.3 in) — Front-to-rear mounting flanges

S2 42U EX — Load carrying capacity:

On casters (dynamic)/on leveling pads (stationary)

- Empty cabinet: 93.9 kg (207 lb)
- Load capacity: 907.2 kg (1996 lb)
- Total: 1001.1 kg (2202 lb)

S2 25U Standard rack cabinet (93072SX)

External dimensions

- Height: 1344 mm (49.0 in)
- Width: 605 mm (23.8 in)
- Depth: 1000 mm (39.4 in)
- Weight: 100.2 kg (221 lb)

Internal dimensions

- Height: 1114 mm (43.9 in)
- Width: 450 mm (17.7 in)
- Depth: 876 mm (34.5 in) ─ Frame
- Depth: 716 mm (28.2 in) ─ Front-to-rear mounting flanges

Load carrying capacity: On casters (dynamic)/on leveling pads (stationary)

- Empty cabinet: 100.2 kg (221 lb)
- Load capacity: 567 kg (1247 lb)
- Total: 667.2 kg (1468 lb)

Standards: These rack systems support or comply with EIA™ Rack Specs.

Equipment approvals and safety

- Canada ICES-003, issue 3, Class A
- UL 1950[6]
- CSA C22.2 No. 950

[6] This server model is certified by the respective UL and NOM agencies.

Operating environment

- Temperature:

    - 10° to 35°C (50° to 95°F) at 0 to 914 m (0 to 3,000 ft)

    - 10.0° to 32.0°C (50° to 90°F) at 914 to 2,133 m (3,000 to 7,000 ft)

- Relative humidity: 8% to 80%

- Maximum altitude: 2,133 m (7,000 ft)

Hardware requirements: For setup installation of an S2 rack and server systems, requires a compatible rack-mountable server including a rail kit designed to fit in an EIA 310D standard rack.

When having the unit serviced, you should plan to have these components attached to your S2 rack configuration.

Compatibility: To view detailed information on the Internet about IBM and non-IBM devices, adapters, software, and network operating systems supported with xSeries servers, visit

http://www.ibm.com/pc/us/compat

Customers can contact their IBM representative, IBM Business Partner, or refer to the IBM Sales Manual for information on the compatibility of hardware. The Sales Manual is updated periodically as new features and options are announced that are supported in S2 racks.

Limitations: When servicing or sliding devices out of these rack cabinets, it is required that the front stabilizer plate be used in accordance with the instructions included in the installation/safety publications.

User group requirements: This announcement satisfies or partially satisfies the actual number of 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

Customer responsibilities

Customer setup: S2 racks are designated as customer setup. Customer setup instructions are shipped with systems and options.

Configuration information

Rack installations: Follow the setup and installation instructions for the S2 42U or S2 25U racks.

Cable orders: There are no cabling requirements, other than for system power.

Installability: The S2 rack cabinet requires about 30 minutes for installation. Installation includes unpacking, setting up, and powering on the system. Additional time is required to install server systems, adapters, or features.

Packaging

S2 42U rack cabinet system unit carton: One box

- 42U rack cabinet with keys
- Front stabilizer plate
- Rack-to-rack attachment kit (4EX only) or side panels (4SX only)
- Miscellaneous mounting hardware
- Planning, installation, and safety publications with warranty

S2 25U rack cabinet system carton: One box

- 25U rack cabinet with keys
- Front stabilizer plate
- Side panels
- Miscellaneous mounting hardware
- Planning, installation, and safety publications with warranty

The S2 rack cabinet is shipped as a single package.

Approximate shipping dimensions and weights

42U standard rack model

- Height: 2138.0 mm (84.17 in)
- Width: 710.0 mm (27.95 in)
- Depth: 1110.0 mm (43.7 in)
- weight: 169.6 kg (373 lbs)

42U expansion rack model

- Height: 2292 mm (90.2 in)
- Width: 700 mm (27.6 in)
- Depth: 1150 mm (45.3 in)
- Weight: 138.8 kg (305 lbs)

25U standard rack model

- Height: 1372 mm (54.0 in)
- Width: 762 mm (30.0 in)
- Depth: 1219 mm (48.0 in)
- Weight: 125.2 kg (275 lbs)

Supplies

For end users: IBM @server xSeries server products can be purchased through the dealers around the world.

Security, auditability, and control

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.

IBM Electronic Services

IBM Global Services has transformed its delivery of hardware and software support services to put you on the road to higher systems availability. IBM Electronic Services is a Web-enabled solution that provides you with an exclusive, no-additional-charge enhancement to the service and support on the IBM eServer®. You should benefit from greater system availability due to faster problem resolution and preemptive monitoring. IBM Electronic Services is comprised of two separate but complementary elements: IBM Electronic Services news page and IBM Electronic Service Agent™.

IBM Electronic Services news page provides you with a single Internet entry point that replaces the multiple entry points traditionally used by customers to access IBM Internet services and support. By using the news page, it enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The IBM Electronic Service Agent is no-additional-charge software that resides on your IBM eServer system that is designed to proactively monitor events and transmit system inventory information to IBM on a periodic customer-defined timetable. The IBM Electronic Service Agent tracks system inventory, hardware error logs and performance information. If the server is under a current IBM maintenance service agreement or within the IBM Warranty period, the Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to provide proactive service that maintains higher system availability and performance. In addition, information collected through the Service Agent will be made available to IBM service support representatives when they are helping answer your questions or diagnosing problems.

To learn how IBM Electronic Services can work for you, visit

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

Terms and conditions

This product is available for purchase under the terms of the IBM Customer Agreement (ICA).

Each IBM machine is manufactured from parts that may be new or used. In some cases, a machine may not be new and may have been previously installed.

Regardless, IBM's appropriate warranty 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

- Rack hardware — Three years
- Optional features — One year; when installed in rack, they pick the rack warranty (up to three years)

Warranty service: If required, IBM provides repair or exchange service depending on the type of warranty service specified for your computer. An IBM technician will attempt to resolve your problem over the telephone. You must follow IBM problem determination and resolution procedures. Scheduling of service depends on the time of your call and is subject to parts availability. 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 normal IBM service area. Contact your local IBM representative or your reseller for country and location-specific information.

Customer replaceable unit (CRU) service: If your problem can be resolved with a CRU (keyboard, mouse, speaker, memory, HDD, or other easily replaceable parts), IBM will ship CRU parts to you for your replacement. If IBM instructs you to return the replaced CRU, you are responsible for returning it to IBM in accordance with IBM's instructions. If you do not return the defective CRU, if IBM so instructs, within 30 days of your receipt of the replacement CRU, IBM may charge you for the replacement.

On-site service: IBM on-site repair (IOR), 9 hours per day, Monday through Friday excluding holidays, NBD response. IBM will repair the failing computer at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the computer. 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-county service delivery is used.

Optional features: Optional IBM features initially installed within a system carry the same warranty as the system. If installed after the initial system installation, they carry the balance of the system warranty or the optional feature warranty, whichever is greater.

Call IBM at 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.

International warranty service (IWS): IWS is available during the warranty period to customers who travel or relocate to countries where their computer is sold and serviced by IBM or IBM resellers authorized to perform warranty service. Eligible IBM computers are identified by their four-digit machine type.

You can obtain IWS through the method of service, such as CRU, depot, carry-in, or on-site, provided in the servicing country. Service methods and procedures vary by country, and some service or parts may not be available in all countries. Service centers in certain countries may not be able to service all models of a particular machine type. In addition, some countries may have fees and restrictions that apply at the time of service.

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

http://www-3.ibm.com/pc/support/site.wss/ warranty/warranty.vm

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 — ServiceElect and ServiceSuite™

ServiceElect and ServiceSuite provide hardware warranty service upgrades, maintenance, and selected annuity support services in one agreement.

Warranty service upgrade: During the warranty period, 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 that you acquired.

An IBM technician will attempt to resolve your problem over the telephone. You must follow IBM problem determination and resolution procedures. Scheduling of service depends the time of your call and is subject to parts availability. If applicable, parts that are considered CRU are provided as part of the standard warranty CRU service. Service levels are response time objectives and are not guaranteed.

The following warranty service upgrade options are available:

- IOR, 9 hours per day, Monday through Friday excluding holidays, 4-hour average response. IBM will repair the failing computer at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the computer. The area must be clean, well-lit, and suitable for the purpose.

- IOR, 24 hours per day, 7 days a week, 4-hour average response

- IOR, 24 hours per day, 7 days a week, 2-hour average response

Maintenance service: If required, IBM provides repair or exchange service depending on the type of maintenance service specified for the computer. An IBM technician will attempt to resolve your problem over the telephone. You must follow IBM problem determination and resolution procedures. Scheduling of service depends on the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed.

CRU service: If your problem can be resolved with a CRU (keyboard, mouse, speaker, memory, HDD, or other easily replaceable parts), IBM will ship CRU parts to you for your replacement. If IBM instructs you to return the replaced CRU, you are responsible for returning it to IBM in accordance with IBM's instructions. If you do not return the defective CRU, if IBM so instructs, within 30 days of your receipt of the replacement CRU, IBM may charge you for the replacement.

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

The following options are available:

- IOR, 9 hours per day, Monday through Friday excluding holidays, NBD response

- IOR, 9 hours per day, Monday through Friday excluding holidays, 4-hour average response

- IOR, 24 hours per day, 7 days a week, 4-hour average response

- IOR, 24 hours per day, 7 days a week, 2-hour average response

Maintenance service (ICA)

Maintenance services are available for ICA legacy contracts. The preferred go-to-market offerings are ServiceElect. However, ICA legacy contracts will still be available for current customers until they are withdrawn.

Alternative service (warranty service upgrades): During the warranty period, 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 that you acquired.

An IBM technician will attempt to resolve your problem over the telephone. You must follow IBM problem determination and resolution procedures. Scheduling of service depends on the time of your call and is subject to parts availability. If applicable, parts that are considered CRU are provided as part of the standard warranty CRU service. Service levels are response time objectives and are not guaranteed.

The following warranty service upgrade option is available.

IOR, 24 hours per day, 7 days a week, 4-hour average response. IBM will repair the failing computer at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the computer. 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 for your computer. An IBM technician will attempt to resolve your problem over the telephone. You must follow IBM problem determination and resolution procedures. Scheduling of service depends on the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed.

CRU service: If your problem can be resolved with a CRU (keyboard, mouse, speaker, memory, HDD, or other easily replaceable parts), IBM will ship CRU parts to you for your replacement. If IBM instructs you to return the replaced CRU, you are responsible for returning it to IBM in accordance with IBM's instructions. If you do not return the defective CRU, if IBM so instructs, within 30 days of your receipt of the replacement CRU, IBM may charge you for the replacement.

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

The following on-site service options are available:

- IOR, 9 hours per day, Monday through Friday excluding holidays, NBD response

- IOR, 24 hours per day, 7 days a week, 4-hour average response

Non-IBM parts support

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 their 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 a warranty service upgrade or maintenance services.

IBM Service provides hardware problem determination on non-IBM parts (adapter cards, PCMCIA cards, disk drives, memory, and so forth) installed within IBM systems covered under warranty service upgrade or maintenance services and provides the labor to replace the failing parts at no additional charge. If IBM has Technical Service Agreements with the manufacturers 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 parts 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 maintenance services.

IBM hourly service rate classification: One

ServicePac® offerings

Warranty and maintenance options: The announced products may be eligible for ServicePacs for warranty and maintenance options, convenient prepackaged offerings for warranty service upgrades and maintenance services.

Installation services: The announced products may be eligible for ServicePacs for installation services, convenient prepackaged offerings for installation services. Refer to the **Prices** section for information on the availability of ServicePac offerings.

For additional ServicePac information, visit

> http://www-1.ibm.com/services/its/us/servicepac.html

Field-installable features: Yes

Model conversions: No

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

Graduated charges: No. These products do not contain licensed internal code or licensed machine code.

Prices

Description	Machine type/ model	Part number	IBM list price[7]
IBM S2 42U Standard Rack Cabinet	9307-4SX	93074SX	$1,275
IBM S2 42U Expansion Rack Cabinet	9307-4EX	93074EX	1,389
IBM S2 25U Standard Rack Cabinet	9307-2SX	93072SX	1,489

[7]   IBM list price does not include tax or shipping and is subject to change without notice. Reseller prices may vary.

To order direct, call IBM at 877-999-7115 and select option 4.

For the name of the nearest IBM representative or Business Partner, call 800-IBM-4YOU (426-4968).

ServicePac for warranty and maintenance

Description	Part number
3-year WSU, IOR 24 x 7 2-hour average response	41L2761
3-year WSU, IOR 24 x 7 4-hour average response	42L2760
3-year WSU, IOR 9 x 5 4-hour average response	21P2040
5-year IOR 24 x 7 4-hour average response	69P9277
1-year IOR 24 x 7 MA 2-hour average response	69P9440
2-year IOR 24 x 7 MA 2-hour average response	96P2182
1-year IOR 24 x 7 MA 4-hour average response	69P9439
2-year IOR 24 x 7 MA 4-hour average response	96P2181
1-year IOR 9 x 5 MA next-business-day response	69P9438
2-year IOR 9 x 5 MA next-business-day response	96P2180

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

Maintenance service charges (ICA)

Alternative service (warranty service upgrades)

IOR 24 x 7
$300

Annual maintenance service

IOR 9 x 5	IOR 24 x 7
$336	$504

For ServiceElect (ESA) Maintenance Service Charges, contact IBM Global Services at 888-IBM-4343 (426-4343).

IBM Global Financing: IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, both from IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit the Web at

http://www.ibm.com/financing

IBM Global Financing offerings are provided through IBM Credit LLC in the United States and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Trademarks