

Environmental Specifications and Product Support Information



HP 1000 M/E/F-Series Computers

Environmental specifications

Except where otherwise specified in the individual data sheets, all products in this data book meet Hewlett-Packard Environmental Specifications, as follows:

Temperature

Operating: 0° to 55°C (32° to 131°F)

Storage: -40° to 75°C (-40° to 167°F)

Relative humidity

5% to 95% at 40°C (104°F), non-condensing

Altitude

Operating: to 4500 metres (15,000 ft)

Non-operating: to 15300 metres (50,000 ft)

Vibration and shock

Type tested to qualify for normal shipping and handling shock and vibration (contact factory for review of any application that requires operation under continuous vibration).

Vibration: 0.38 mm (0.015 in) p-p, 10-55 Hz, 3 axis.

Shock: 30g, 11 Ms, 1/2 sine, 3 axis.

Product support

Support offered for HP 1000 Computers and accessories includes:

1. User training services.
2. Installation assistance.
3. Warranty.
4. Diagnostics subscription service.
5. Hardware history library.
6. Hardware notification subscription service.
7. Hardware service agreements.
8. Software notification service.
9. Manual Update Service.
10. Software subscription service.
11. Customer Support Service.
12. Software consulting service.

User training services

Regularly-scheduled training is available on HP 1000 software and on hardware maintenance. The courses offered are listed in the HP Computer Systems Group Course Schedule, along with registration information and course locations. The course schedule is available from your Hewlett-Packard Sales Representative.

Installation assistance

All items in this data book are customer-installed products when ordered as components (not in an HP 1000 Computer System). Installation assistance is available on request at prevailing service rates.

Warranty

All Hewlett-Packard computers, components, and systems are covered by warranty. For specific information, contact your Hewlett-Packard Sales Representative.

Diagnostics Subscription Service

The 24396S Diagnostics Subscription Service provides quarterly distribution of update information and revised diagnostic routines necessary to keep the 24396A/D/E/F Diagnostics Library up to date with respect to diagnostic improvements by the factory. Updated diagnostic routines are available on paper tape, Mini cartridges, or 800 bpi or 1600 bpi magnetic tape. Documentation is updated by providing revised diagnostic manuals or updating supplements to affected manuals. The 24396S service is ordered in monthly units for a minimum of six months, billable quarterly, or it can be prepaid for an entire year.

Hardware history library

The 92851A HP 1000 Hardware history library is intended for OEMs and other users who desire in-depth information on HP 1000 Computer hardware and engineering changes to that hardware. The 92851A product includes:

Engineering Reference Documentation, which contains the theory of operation, timing information, and schematics of many of the HP 1000 Computer products.

The HP 1000 Hardware and manual index log, which provides a current index to all hardware manuals. It also includes engineering change descriptions and documentation for many of the HP 1000 hardware products and their respective update and enhancement histories. This coverage is further supplemented by instructions on how to perform the actual modifications.

The current Service Notes fiche, which contains historical information on important product changes and status regarding warranty behind each change.

Hardware notification subscription service

The 92851Q HP 1000 Hardware notification subscription service provides updates to the 92851A Hardware history library that reflect HP 1000 hardware changes as they are released by Hewlett-Packard. These updates include:

- Updates to the HP 1000 Hardware and manual index log and the Engineering Reference Documentation as required to reflect hardware changes.
- The latest printed Service Notes to provide users with the most up-to-date information available.
- The latest Service Notes fiche when it is issued (every 6 months); this fiche will incorporate all previously issued printed Service Notes.

Hardware service agreements

Service agreements are available for coverage of HP 1000 Computers and accessories. Because Hewlett-Packard treats support as a product, you buy only the level that you need. Support levels range from on-call support seven days a week, 24 hours a day, to a service where support is provided through a network of HP field repair centers, located regionally throughout the world. See your HP sales person for a complete description of hardware service agreements.

Software support services

HP 1000 Software, described in the HP 1000 Computers and Systems Active Software and Mature Software data books, is supported by the following services:

Software Notification Service. Gives periodic information on software changes.

Manual Update Service. Provides updates as required to keep software manuals current with respect to changes by Hewlett-Packard.

Software Subscription Service. Provides software updates on user-specified media as well as update to documentation. Includes Software Notification Service when ordered for a software operating system.

Customer Support Service. Combines Software Subscription Service with a Phone-In Consulting Service that provides for answering customer's questions on HP 1000 software covered by this service and on-site resolution of problems with covered software if required.

Software Consulting service. Provides the on-site services of a trained HP System Engineer in daily units for helping customers better understand how to apply their software.

Ordering information

Product numbers and prices for all HP 1000 Systems Computer interfaces, peripherals, and hardware and software support services are given in the HP 1000 Ordering Information, which is available from your Hewlett-Packard Sales Representative.