IBM 7210 Model 030 delivers enhanced DVD-RAM for IBM server iSeries and pSeries servers

Overview
The 7210 Model 030 External DVD-RAM drive is designed to provide data interchange capability in support of Logical PARtition (LPAR) configurations for IBM e-Server iSeries™ and pSeries® servers. In addition, this new high-performance DVD-RAM drive from IBM’s StorageSmart™ family of products can help you accomplish many tasks quickly.

Stores more data
The 7210 Model 030 provides write capability for DVD-RAM, CD-recordable, and CD-RW media. The Model 030 provides you with up to 9.4 GB of physical storage space on a DVD-RAM disk. Software that may have been distributed on multiple CDs may now only need one DVD-RAM disk. Using 3:1 compression, a single disk has a physical capacity of up to 28 GB, making it well suited for unattended saves and backups.

Model 030 features average test access times of 125 milliseconds (ms) for CD-ROM and 165 ms for DVD-RAM, to help you access software, technical manuals, updates, images, and other vital material on CD-ROM or DVD-RAM quickly and efficiently. The data transfer rate is roughly equivalent to a 32X speed CD-ROM, or about 2.77 MB per second average sustained.

Improved flexibility and support
The 7210 Model 030 is flexible and is designed to support synchronous and asynchronous data transfer and accommodates both 12-cm and 8-cm disks. It is designed to read multisession disks, CD-recordable disks, and CD-RW disks. DVD disk physical capacities of 2.6 GB, 4.7 GB, 5.2 GB, and 9.4 GB are supported.

At a glance
The IBM 7210 Model 030 is designed to:
- Store large amounts of data — Up to 9.4 GB of physical capacity on DVD-RAM
- Speed up access to data — 155 ms for DVD-RAM
- Help protect your investments with downward compatibility
- Write DVD-RAM, CD-RW, and other CD-recordable media
- Read DVD media in 2.6 GB, 4.7 GB, 5.2 GB, and 9.4 GB formats
- Read CD-ROM media in Modes 1 or 2,XA, CDDA, and audio formats
- Read multisession disks, CD-recordable disks, and CD-RW disks
- Provide line out for audio
- Accommodate both 8-cm and 12-cm media
- Operate in vertical or horizontal positions (8-cm horizontal only)

Planned availability date
June 11, 2004

Note: Disk capacity options are 2.6 GB and 4.7 GB per side. The 5.2 GB and 9.4 GB capacities can be achieved by using double-sided DVD-RAM (Type 4) disks.

Key prerequisites
- An iSeries (Models 7xx and 8xx) or AS/400 server with OS/400® V5.2, or later
- An IBM server i5 server with IBM i5/OS V5.3, or later
- A pSeries or RS/6000 server with AIX® V5.1, or later

For ordering, contact:
Your IBM representative, an IBM Business Partner, or the Americas Call Centers at 800-IBM-CALL
Reference: YE001

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: http://www.ibm.com.
The performance, combined with the flexibility and compatibility offered, helps make the IBM 7210 Model 030 an excellent solution for your DVD-RAM and CD-ROM read and write requirements. The 9.4 GB physical capacity of DVD-RAM allows storage of more data than on conventional CD-RW or CD-recordable media. Fast performance allows quick access to information while downward compatibility helps provide continued access to information on current CD-ROM disks.

**Note:** Disk capacity options are 2.6 GB and 4.7 GB per side. The 5.2 GB and 9.4 GB capacities can be achieved by using double-sided DVD-RAM (Type 4) disks.

Key application areas include access to any information widely distributed via DVD-RAMs and CD-ROMs, such as licensed software, software updates, as well as user and technical manuals and documentation. Many other multimedia applications are also well suited for capture and distribution on CD-ROMs. The multisession capability of the Model 030 supports many photo CD applications.

Business Partners can enjoy the convenience of distributing their software on economically priced DVD-RAM media. Using both sides of a (Type 4) disk, a single disk has a physical storage capacity of up to 9.4 GB.

The IBM 7210 Model 030 DVD-RAM Drive provides additional function and enhanced capabilities to the iSeries, pSeries, RS/6000, and AS/400 families of servers.

The 7210 Model 030 32X-1X variable speed DVD-RAM drive uses a 8-bit, single-ended (SE) interface and attaches to the host server via a SCSI cable to a variety of SCSI-2 SE, Fast/Narrow, or Fast/Wide adapters. The DVD-RAM drive has the following characteristics:

- 3.6 MB per second maximum data rate (CD-ROM, read), 2.77 MB per second maximum data rate (DVD-RAM, write), and 2.77 MB per second maximum data rate (DVD-RAM, read)
- 165 ms typical average random access (DVD), 125 ms typical access (CD-ROM)
- DVD-RAM write capacities of 2.6 GB and 4.7 GB
- DVD-RAM read capacities of 2.6 GB, 4.7 GB, 5.2 GB, and 9.4 GB
- Mode 1 and 2, Standard, and extendedXA formats supported
- Loading tray supports 12 cm and 8 cm disks (8 cm, horizontal only)
- Asynchronous and synchronous data transfer supported
- Packaged in slim 5.25-inch, half-high form factor
- Audio playback from CD-ROMs supported through a rear line out audio connector

Support for industry standards is built into the Model 030. These include:

- Industry-standard SCSI-2 interface (8-bit, SE) — Narrow 50-pin, SE
- Multimedia compliant (MPC-3)
- CD-DA Digital Audio standard Red Book audio
- Industry-standard data formats for compact discs:
  - CD-ROM data in Mode 1
  - CD-ROM data in Mode 2
  - CD-ROM XA data in either Mode 2 Form 1 or Mode 2 Form 2
  - Compact discs containing any combination of the above formats
  - Multisession write once, read many (WORM) disks to the orange book standard

**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.

**Trademarks**

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pSeries, the e-business logo, AS/400, RS/6000, OS/400, and AIX 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 following publications are shipped with the product. To order, contact your IBM representative.

<table>
<thead>
<tr>
<th>Title</th>
<th>Order number</th>
</tr>
</thead>
<tbody>
<tr>
<td>7210 Model 030 DVD-RAM Drive Setup and Operator’s Guide</td>
<td>SA41-0061</td>
</tr>
<tr>
<td>Service Guide</td>
<td>SY44-0091</td>
</tr>
<tr>
<td>External Device Safety Manual</td>
<td>SA26-7003</td>
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</table>

The Publication Notification System (PNS) is available by order number/product number. Customers currently subscribing to PNS will automatically receive notifications by e-mail. Customers who wish to subscribe, can visit the PNS Web site location at


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</tbody>
</table>

The publications listed on the notification can be ordered by calling the Pubs Support Group in Raleigh at 800-879-2755, option 1. The IBM Publications Center Portal


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


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

Specified operating environment

Physical specifications
- Width: 250 mm (9.8 in)
- Depth: 275 mm (10.8 in)
- Height: 55 mm (2.2 in)
- Weight: 3.6 kg (7.9 lbs)

To assure installability and serviceability in non-IBM industry-standard racks, review the installation planning information for any product-specific installation requirements.

Operating environment
- Temperature: 16°C to 32°C (60°F to 90°F)
- Relative humidity: 20% to 80% (non-condensing)
- Wet bulb: 23.0°C (73°F)
- Electrical power: 0.23 kVA at 120 V ac (typical)
- Power factor: 0.9
- Power supply: 100 to 125 V ac or 200 to 240 V ac at 50 to 60 Hz
- BTU maximum: 41.6 BTU/hr (12.2 watts at 240 V ac)
- Maximum altitude: 2,135 m (7,000 ft)

**Hardware requirements**

This product can be attached to an IBM @server iSeries or AS/400® using any of the following adapters:

- PCI Magnetic Media Controller (#2768)
- PCI-X Ultra Tape Controller (#5702)
- PCI-X Ultra Tape/DASD Controller (#5705)
- PCI-X Ultra 320 Tape Controller (#5710)
- PCI-X Ultra 320 Tape Controller (#5712)

The 7210 Model 030 is supported on the following IBM @server pSeries and RS/6000® SCSI adapters:

- PCI Dual Channel Ultra3 SCSI Adapter (#6203) (VHDCI Connector)
- PCI Dual Channel Ultra2 SCSI Adapter (#6205) (VHDCI Connector)
- PCI Single-Ended Ultra SCSI Adapter (#6206) (HD68)
- PCI SCSI-2 Fast/Wide Single-Ended Adapter (#6208)
- Integrated Ultra Adapter (HD68 Connector)
- Integrated Ultra2 Adapter (VHDCI Connector)
- Integrated Ultra3 Adapter (VHDCI Connector)
- PCI-X Dual Channel ULTRA320 SCSI RAID Adapter (#5703)
- PCI-X Dual Channel ULTRA320 SCSI Adapter (#5710)
- PCI-X Dual Channel ULTRA320 SCSI RAID Adapter (#5711)
- PCI-X Dual Channel ULTRA320 SCSI Adapter (#5712)

The 7210 Model 030 can be attached to pSeries or RS/6000 servers as listed below. The appropriate small computer system interface (SCSI) cable and one LVD/SE Terminator (#9797), if required, must be selected. For cabling information, refer to the **pSeries and RS/6000 cables** section.

The 7210 Model 030 is supported for attachment to the PCI Dual Channel Ultra3 SCSI Adapter (#6203). This adapter is used in the following pSeries and RS/6000 systems:

- 7017 — S80
- pSeries 680 (7017 — S85)
- pSeries 620 (7025 — 6F0, 6F1)
- 7025 — F50, F80, H70
- pSeries 660 (7026 — 6H0, 6H1, 6M1)
- pSeries 640 (7026 — B80)
- 7026 — H70, H80, M80
- 7044 — 170, 270
- 7046 — B50
- 7044 — 170, 270
- 7046 — B50

The 7210 Model 030 is supported for attachment to the PCI Single-Ended Ultra SCSI Adapter (#6205) on the following pSeries and RS/6000 systems:

- 7017 — S80
- pSeries 680 (7017 — S85)
- pSeries 620 (7025 — 6F0, 6F1)
- 7025 — F50, F80, H70
- pSeries 660 (7026 — 6H0, 6H1, 6M1)
- pSeries 640 (7026 — B80)
- 7026 — H70, H80, M80
- 7044 — 170, 270
- 7046 — B50

The 7210 Model 030 is supported for attachment to the pSeries and RS/6000 cables:

- 7017 — S80
- pSeries 680 (7017 — S85)
- pSeries 620 (7025 — 6F0, 6F1)
- 7025 — F50, F80, H70
- pSeries 660 (7026 — 6H0, 6H1, 6M1)
- pSeries 640 (7026 — B80)
- 7026 — H70, H80, M80
- 7044 — 170, 270
- 7046 — B50

The 7210 Model 030 is supported for attachment to the Integrated Ultra2 SCSI Adapter (LVD with VHDCI connector). This adapter is used in the following pSeries and RS/6000 models:

- 7017 — S80
- pSeries 680 (7017 — S85)
- pSeries 620 (7025 — 6F0, 6F1)
- 7025 — F50, F80, H70
- pSeries 660 (7026 — 6H0, 6H1, 6M1)
- pSeries 640 (7026 — B80)
- 7026 — H70, H80, M80
- 7044 — 170, 270
- 7046 — B50

The 7210 Model 030 is supported for attachment to the Integrated Ultra3 SCSI Adapter (LVD with VHDCI connector). This adapter is used in the following pSeries models:

- 7017 — S80
- pSeries 680 (7017 — S85)
- pSeries 620 (7025 — 6F0, 6F1)
- 7025 — F50, F80, H70
- pSeries 660 (7026 — 6H0, 6H1, 6M1)
- pSeries 640 (7026 — B80)
- 7026 — H70, H80, M80
- 7044 — 170, 270
- 7046 — B50

The 7210 Model 030 is supported for attachment to the Integrated Ultra3 SCSI Adapter (LVD with VHDCI connector). This adapter is used in the following pSeries models:

- pSeries 610 (7028 — 6C1, 6E4)
- 9112-265
- 7038-6M2 (P650)
The 7210 Model 030 is supported for attachment to the PCI SCSI-2 Fast/Wide Single-Ended Adapter (#6208) on the following pSeries and RS/6000 systems:

- 7017-S80
- 7025-F50, 7025-F80, 7025-H70
- 7026-H70

The 7210 Model 030 is supported for attachment to the PCI-X Dual Channel ULTRA320 SCSI RAID Adapter (#5703). This adapter is used in the following pSeries models.

- pSeries 610 (7028-6C1, 6E1)
- pSeries 630 (7028-6C4, 6E4) through the 7311-D20 I/O Drawer
- pSeries 615 (7029-6C3,6E3)
- pSeries 650 (7038-6M2) through the 7311-D20 I/O Drawer
- 9112-265
- 9114-275

The 7210 Model 030 is supported for attachment to the PCI-X Dual Channel ULTRA320 SCSI RAID Adapter (#5711). This adapter is used in the following pSeries models.

- pSeries 630 (7028-6C4,6E4) through the 7311-D10 I/O Drawer
- pSeries 650 (7038-6M2)
- pSeries 655 (7039-651)
- pSeries 670 (7040-671) through the 7040-61D I/O Drawer
- pSeries 690 (7040-681) through the 7040-61D I/O Drawer

The 7210 Model 030 is supported for attachment to the PCI-X Dual Channel ULTRA320 SCSI RAID Adapter (#5712). This adapter is used in the following pSeries models.

- pSeries 630 (7028-6C4, 6E4) through the 7311-D10 I/O Drawer
- pSeries 650 (7038-6M2, 651)
- pSeries 670 (7040-671) through the 7040-61D I/O Drawer
- pSeries 690 (7040-681) through the 7040-61D I/O Drawer

The 7210 Model 030 is supported for attachment to the PCI-X Dual Channel ULTRA320 SCSI Adapter (#5710). This adapter is used in the following pSeries models.

- pSeries 630 (7028-6C4, 6E4) through the 7311-D20 I/O Drawer
- pSeries 615 (7029-6C3, 6E3)
- pSeries 650 (7038-6M2) through the 7311-D20 I/O Drawer
- 9112-265
- 9114-275

Cables

The 7210 Model 030 drive uses an industry-standard SCSI-2 interface (8-bit, single-ended) narrow 50-pin connector. The drive enclosure, however, has two HD68 connectors for connection with other SCSI devices.

### iSeries and AS/400 cables

One SCSI cable must be specified on the initial plant order. The following table shows the various SCSI cable feature numbers that can be ordered depending on the host system adapter to which the product will be attached.

<table>
<thead>
<tr>
<th>Feature Number</th>
<th>Length</th>
<th>SCSI Cable</th>
<th>Plant MES</th>
<th>Connectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>2768</td>
<td>1.5 m</td>
<td>9750</td>
<td>5300</td>
<td>HD68/HD68</td>
</tr>
<tr>
<td></td>
<td>2.5 m</td>
<td>9752</td>
<td>5302</td>
<td>HD68/HD68</td>
</tr>
<tr>
<td>5702, 5705</td>
<td>0.5 m</td>
<td>9765</td>
<td>5600</td>
<td>VHDCI/H68</td>
</tr>
<tr>
<td>5710, 5712</td>
<td>1.5 m</td>
<td>9761</td>
<td>5601</td>
<td>VHDCI/H68</td>
</tr>
<tr>
<td></td>
<td>2.5 m</td>
<td>9762</td>
<td>5602</td>
<td>VHDCI/H68</td>
</tr>
<tr>
<td></td>
<td>4.5 m</td>
<td>9764</td>
<td>5604</td>
<td>VHDCI/H68</td>
</tr>
</tbody>
</table>

Refer to the No Charge Specify Codes section of the Sales Manual for more information.

### pSeries and RS/6000 cables

One SCSI cable should be specified on the initial plant order. The following table shows the various SCSI cable feature numbers that can be ordered depending on the host system adapter to which the product will be attached.

<table>
<thead>
<tr>
<th>Feature Number</th>
<th>Length</th>
<th>SCSI Cable</th>
<th>Plant MES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Software requirements:

For pSeries and RS/6000:
AIX® V5.1, or later.

For iSeries (Models 7xx and 8xx) and AS/400:
OS/400® V5.2, or later.
For @server i5: i5/OS V5.3, or later.

**Compatibility**

The 7210 Model 030 is read and write compatible with:

- DVD-RAM in 2.6 GB or 4.7 GB configurations
- Multimedia (MPC-3) compliant
- Reading multisession CD-R disks written to the orange book standard
- Reads CD-RW discs
- CD-DA standard Red Book Audio
- CD-ROM data in Mode 1
- CD-ROM data in Mode 2
- CD-ROM XA data in either Mode 2 Form 1 or Mode 2 Form 2
- Discs containing a combination of the formats listed above

**Limitations**

When attaching the Model 030 to iSeries or AS/400 servers with adapter feature number 2768, the following daisy-chained configurations are supported:

- Two 7210-030
- One 7210-030 and one 7210-025 (the 7210-030 must be first on the bus)
- One 7210-030 or 7210-025 and one 7207-122 (7207 must be first on the bus)
- One 7210-030 or 7210-025 and one 7208-345 (7208 must be first on the bus)

Use of 8-cm discs is in the horizontal orientation only.

DVD video is not supported.

Universal Data Format (UDF) is not supported.

**Planning information**

Customer responsibilities: Physical planning is a customer responsibility. Detailed planning information is in the 7210 Model 030 Setup and Operator Guide (GA41-0051).

Customers are responsible for obtaining the appropriate SCSI adapters, and cables for system attachment.

Customers are also responsible for ordering media.

Cable orders: One SCSI cable must be specified on the initial plant order. The following table shows the various SCSI cable feature numbers that can be ordered depending on the host system adapter to which the product will be attached.

<table>
<thead>
<tr>
<th>iSeries and AS/400 adapter feature number</th>
<th>Length</th>
<th>SCSI Cable Plant feature</th>
<th>SCSI Cable MES feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>2768</td>
<td>1.5 m</td>
<td>9750</td>
<td>5300</td>
</tr>
<tr>
<td></td>
<td>2.5 m</td>
<td>9752</td>
<td>5302</td>
</tr>
<tr>
<td>5702, 5705</td>
<td>0.5 m</td>
<td>9765</td>
<td>5600</td>
</tr>
<tr>
<td>5710, 5712</td>
<td>1.5 m</td>
<td>9761</td>
<td>5601</td>
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<tr>
<td></td>
<td>2.5 m</td>
<td>9762</td>
<td>5602</td>
</tr>
<tr>
<td></td>
<td>4.5 m</td>
<td>9764</td>
<td>5604</td>
</tr>
</tbody>
</table>

**pSeries and RS/6000 adapter feature number**

<table>
<thead>
<tr>
<th></th>
<th>Length</th>
<th>SCSI Cable Plant feature</th>
<th>SCSI Cable MES feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCSI-2 Fast/Wide</td>
<td>0.5 m</td>
<td>9733</td>
<td>5303</td>
</tr>
<tr>
<td>Single-Ended Adapter (#6208)</td>
<td>0.7 m</td>
<td>9751</td>
<td>5301</td>
</tr>
<tr>
<td></td>
<td>1.5 m</td>
<td>9750</td>
<td>5300</td>
</tr>
<tr>
<td></td>
<td>2.5 m</td>
<td>9752</td>
<td>5302</td>
</tr>
<tr>
<td>Integrated ULTRA (#6206)</td>
<td>0.5 m</td>
<td>9733</td>
<td>5303</td>
</tr>
<tr>
<td></td>
<td>0.7 m</td>
<td>9751</td>
<td>5301</td>
</tr>
<tr>
<td></td>
<td>1.5 m</td>
<td>9750</td>
<td>5300</td>
</tr>
<tr>
<td></td>
<td>2.5 m</td>
<td>9752</td>
<td>5302</td>
</tr>
<tr>
<td>Integrated ULTRA2, ULTRA3 (#6203, #6205)</td>
<td>1.5 m</td>
<td>9761</td>
<td>5601</td>
</tr>
<tr>
<td></td>
<td>2.5 m</td>
<td>9762</td>
<td>5602</td>
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<td></td>
<td>1.5 m²</td>
<td>9750</td>
<td>5300</td>
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<td></td>
<td>2.5 m²</td>
<td>9752</td>
<td>5302</td>
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<tr>
<td></td>
<td>5.0 m²</td>
<td>9755</td>
<td>5305</td>
</tr>
<tr>
<td>PCI-X Dual Channel</td>
<td>1.5 m</td>
<td>9761</td>
<td>5601</td>
</tr>
<tr>
<td>RAID Adapters (#5703, #5710, #5711, and #5712)</td>
<td>2.5 m</td>
<td>9762</td>
<td>5602</td>
</tr>
<tr>
<td></td>
<td>4.5 m</td>
<td>9764</td>
<td>5604</td>
</tr>
</tbody>
</table>

² Supported for Device to Device

Refer to the Specify Features section of the Sales Manual for a detailed description of the above features.

**Packaging**

<table>
<thead>
<tr>
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<th>Number of boxes</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Product</th>
<th>Ship group</th>
</tr>
</thead>
<tbody>
<tr>
<td>7210 Model 030</td>
<td>DVD-RAM drive, setup and operator guide, warranty and safety information, one DVD-RAM test disk, one 4.7 GB DVD-RAM disk, power cable, terminator, and specified SCSI cable.</td>
</tr>
</tbody>
</table>

**Security, auditability, and control**

This product uses the security and auditability features of the host hardware, software, and application software.

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

**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.

**Volume orders:** Contact your IBM representative.

**IBM Global Financing:** Yes
Warranty period: One year

Warranty service: If required, IBM provides repair or exchange service depending on the type of warranty service specified for your Machine below. An IBM technician will attempt to resolve your problem over the telephone, you must follow IBM’s problem determination and resolution procedures. Scheduling of service will depend upon 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 IBM’s normal service area, contact your local IBM representative or your reseller for country and location specific information.

On-site service — IOR, 24 hours per day, 7 days a week, same-day response.

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

ServiceSuite™ and ServiceElect (formerly ESA) maintenance

Maintenance Services (ESA):

For ServiceElect (Z125-5510) and ServiceSuite (Z125-5745) Statements of Work

Maintenance services:

If required, IBM provides repair or exchange service upgrades depending on the type of service specified for your machine below. An IBM technician will attempt to resolve your problem over the telephone, you must follow IBM’s problem determination and resolution procedures. Scheduling of service will depend upon 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 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.

Standard service level: On-site service — IOR, 24 hours per day, 7 days a week, same-day response

Alternate service level: On-site Service — IOR, 9 hours per day, Monday through Friday excluding holidays, next-business-day response

IBM will provide repair service for the failing machine at your location and verify its operation. You must provide 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: The preferred go-to-market offerings are ServiceElect and ServiceSuite. However, ICA legacy contracts will still be available for current customers until they are withdrawn.

Maintenance services:

If required, IBM provides repair or exchange service upgrades depending on the type of service specified for your machine below. An IBM technician will attempt to resolve your problem over the telephone, you must follow IBM’s problem determination and resolution procedures. Scheduling of service will depend upon 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 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.

On-site service — IOR, 24 hours per day, 7 days a week, same-day response

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

Usage plan machine: No

IBM hourly service rate classification: Two

When a type of service involves the exchange of a machine part, the replacement may not be new, but will be in good working order.

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

Educational allowance available: A reduced charge is available to qualified education customers. The educational allowance may not be added to any other discount or allowance.
## Product charges

**Machine type/Model:** 7210-030

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<th>Feature number</th>
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NC = No Charge

There are no field MES removals.
Annual minimum maintenance charges

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</table>

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

Order now

To order, contact the Americas Call Centers, your local IBM representative, or your IBM Business Partner.

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