



SUSTAINABLE IT PURCHASING GUIDELINES

CONTENTS

Introduction.....2

Product attributes3

Generic attributes3

 Product packaging3

 End-of-use services4

 Leasing and managed services4

 Supply chain responsibility4

 Organizational performance5

Environmental standards self-declarations, and eco-labels5

Appendix: Sample questionnaire6



INTRODUCTION

Making sustainable purchasing decisions has become increasingly vital to reduce costs and risks of noncompliance, as well as maintaining stakeholder's trust and operational resiliency. Organizations are increasingly considering social and environmental factors, alongside financial factors, in their decision-making in order to meet business and sustainability objectives. This is particularly evident with information technology (IT) procurement, where both internal and regulatory constraints direct the purchasing decisions of public sector and commercial enterprises.

Because sustainability guidelines and certifications are complex and can often conflict with one another, Hewlett Packard Enterprise recommends a set of broad principles to ensure IT procurement guidelines are socially and environmentally sound, as well as fair and economically viable. This sustainable IT purchasing white paper outlines general principles for developing sustainable procurement criteria, based on the following precepts:

- **Fairness and equitability**—Procurement criteria should be fair, equitable, and consider sustainability aspects throughout the entire lifecycle of a product option. Sustainable procurement should not be viewed as a vehicle to favor certain goods and/or services; rather, procurement criteria should ensure fair and standard treatment for all suppliers.
- **Harmonization and recognition of international standards**—Environmental standards vary across the global marketplace. HPE supports harmonizing these standards and procurement schemes, particularly in the development of evaluation criteria, tools, and methodologies.
- **Prioritization**—For these guidelines, or any set of procurement criteria, to benefit an organization, the guidelines should reflect the social and environmental priorities of that organization. These priorities can differ between organizations, industries, and customized solution purchased. Organizations drafting procurement guidance must align decision-making criteria with their overall sustainability goals and prioritize procurement specifications that are based on reputable science. It should also focus attention on the greatest areas of concern for that particular organization. Procurement guidance that fails to differentiate between the relative importance of criteria may reject products or services that are, in fact, sustainable, solely because those products or services fail to meet a criterion that isn't of relative importance.
- **Measurability and verifiability**—Sustainability criteria should be used only if they are:
 - Measurable and refer to an existing standard
 - Comparable with competing products
 - Verifiable by the purchaser

Verification methods include self-declarations and eco-labels. Self-declarations are manufacturer-declared environmental claims as defined in ISO 14021:2016. For example, IT ECO Declarations are a common self-declaration, providing an environmental profile for a product, including power consumption figures, in an industry-standard format following the [ECMA-370](#) standard requirements. Eco-labels are voluntary third-party verification systems based on a contractual relationship with an independent organization. IT equipment manufacturers typically prefer to start with self-declaration to streamline time-to-market and cost efficiencies. Then, once on the market, manufacturers can more easily certify products to qualifying eco-labels. Document audits ensure compliance and allow a means for enforcement. However, it should be noted that eco-label certifications are still being developed for the rapidly evolving enterprise space, and should not be the sole indicator of sustainable purchasing.

- **Efficiency**—Procurement criteria should give preference to solutions that enable the highest performance with the lowest energy and resource requirements possible. For enterprise IT, the largest environmental impact is generally in the use-phase. Hence, the ability to measure and monitor power utilization, energy effectiveness, critical component temperatures, and other key product factors is paramount to optimize efficiency.
- **Material restrictions**—Preference should be given to eco-label and sustainable procurement criteria that restrict the use of certain substances when they are scientifically proven to present a risk, restricted by internationally recognized laws, or when a technically feasible, safer alternative exists.
- **Process transparency**—Procuring organizations should engage in dialogue with suppliers and other stakeholders to ensure their procurement program has realistic goals and expectations. Requests for tender should reflect the procuring organization's priorities, and the social and environmental components of tender offers should be weighted accordingly. Procuring organizations should advise suppliers of these priorities and weighting, as it will help suppliers assess and improve their sustainability performance. Transparent processes and discussion with stakeholders will provide the procuring organization with a clearer picture of market conditions and should ultimately help evaluate the impact of specific environmental performance criteria.

The following sections outline general sustainable IT procurement principles and commonly used sustainable procurement criteria for IT products, as well as HPE's recommendations for specific criteria that best meet these principles.



PRODUCT ATTRIBUTES

IT products are continuously evolving to meet customer needs while increasing overall energy effectiveness and lowering the impact of materials used in the product. Product attributes, such as acoustics, materials, efficiency, operating temperature, recycled content, design for extended life and recyclability, and leadership features are evaluated when selecting IT equipment. In many cases, requirements and standards exist that can help procurement personnel further define best practices and enable appropriate comparisons to support informed purchasing choices. The electronics industry commonly recognizes the following requirements and standards:

- **Acoustics**—Suppliers should disclose sound power information measured in accordance with ISO 7779 (ECMA-74) and declared in accordance with ISO 9296 (ECMA-109). Products with no moving parts are exempt from this criterion.
- **Materials**—Suppliers should provide information about their supply chain standards and management processes for keeping regulated and restricted materials out of their products.
- **Design for the Environment (DfE)**—Effective DfE programs typically focus on energy-efficiency design that facilitates reuse and recycling, as well as packaging and materials innovation. Such DfE features can provide value to the user by extending the useful life of a product, making upgrades and hardware upcycling easier, and enabling responsible recycling at the end of a product's useful life. Manufacturers should ensure that spare parts are available for a minimum number of years after purchase. For instance, some suppliers may guarantee spare parts for three to five years after equipment purchase.
- **Operating environment**—Products should be designed to operate in the temperature and humidity range classes A3 and A4, as defined in the ASHRAE document [Thermal Guidelines for Data Processing Environments](#). The ASHRAE A3 and A4 classes are the latest that have been defined in an effort to support the fresh air data cooling initiative.
- **Power supply efficiency**—Server products should have a power-supply efficiency above 94% per [80 PLUS Platinum certification](#).
- **Power and temperature monitoring**—Server products should have power and thermal sensors that can be monitored remotely by use of a server monitoring system or data center information management (DCIM) system.

GENERIC ATTRIBUTES

While not subject to the same level of regulatory and voluntary environmental analysis seen in product attributes, the general attributes of IT products, such as product packaging and end-of-use services, can significantly contribute to overall environmental impact. And this can often be linked directly to specific purchases. These attributes are particularly relevant when the electronics industry has not defined standards to measure the environmental impacts of comparable products.

Product packaging

- **Materials**—Ozone-depleting substances in packaging materials should not be used in plastic foam packaging materials. For example, select foaming agents that abstain from using chlorofluorocarbons (CFCs) and hydrochlorofluorocarbons (HCFCs). Additionally, wood packaging should not be sterilized with methyl bromide. Packaging should also contain less than 0.01% (100 ppm) by weight of heavy metals such as lead, mercury, cadmium, or hexavalent chromium. Polyvinyl chloride (PVC) should not be used as a packaging material. At a minimum, suppliers should have a firm plan for eliminating PVC across the value chain.

Recycled content in packaging materials should be the highest percentage available in the market, where the packaging is produced. However, it should be noted that in some cases, high levels of recycled content in corrugated containers can significantly raise the weight of the container and increase the overall impact on the environment. Recycled content in packaging should not compromise product protection.

- **Recyclability**—Package designers should select materials based on factors such as recyclability, and the size and weight of the packaged product. It should be noted, of course, that recycling will vary on the capabilities of local facilities, and packaging can impact the carbon footprint associated with shipping. To better enable packaging recycling, HPE recommends avoiding the use of permanent adhesives to affix dissimilar materials together, allowing for easier disassembly at end of use.

For materials used in packaging, the applicable recycling coding should be embossed or marked on all packaging components. The symbol, not including the lettering, must be between 0.5 inches (1.27 cm) and 1 inch (2.54 cm) in height. Smaller symbols are permitted when the part size does not allow the minimum size requirements to be met. Parts that are too small to allow a readable symbol are exempt. The symbol and the lettering must be printed, molded, or embossed into the base of a component or otherwise labeled. The coding must be durable, clearly visible, and easily legible when the packaging is opened, and the abbreviations must appear in capital letters.



End-of-use services

Extending the life of IT equipment, reducing environmental impacts, and making products accessible to more people through hardware repair and refurbishment programs should be a priority. Procuring organizations should consider several aspects of reuse capabilities. Examples may include asset repair, product trade-in, equipment replacement, and a monetary rebate through asset upcycling. The service provider should have specialized skills, including secondary market knowledge and commitment to data privacy standards.

Equipment that has reached the end of its useful life and is unsuitable for reuse or resale should be dismantled and recycled responsibly in accordance with the R2 and/or e-Stewards® recycling standards, at minimum. Recycling providers should specify how and where the equipment will be processed, and what will be done with the recovered materials. This responsibility extends all the way to final disposition.

A key element of high-quality recycling standards is the supplier's ability to demonstrate that materials of concern are moved across country boundaries in strict accordance with laws while importing, exporting, and transiting countries. It is also important to understand the overall technical knowledge and experience a supplier or recycling vendor has, and whether there are any serious recycling violations in litigation. Finally, a recycling vendor should be able to provide certificates of destruction if required.

Computers, servers, cell phones, storage, and other intelligent devices are more than business tools; they're libraries filled with potentially sensitive information about the organization, employees, and customers. Secure disposal of retired equipment requires a chain of custody and control as the hardware is inventoried, stored, shipped, and evaluated for resale or recycling. Physical storage must be destroyed or thoroughly erased (wiped) to ensure sensitive information stays safe. The service provider should offer flexible data erasure options that comply with the Department of Defense 5220.22-M recommendations (or equivalent) for both storage and server technology with validated processes. Nonfunctional drives should be physically destroyed and this process should be validated.

Leasing and managed services

Leasing IT equipment and managed services offer environmental benefits when compared with customers' traditional buy, own, and retire IT asset strategies. When equipment is leased, asset upcycling or recycling is usually the responsibility of the lessor. The lessor may offer management of all IT equipment, not just what is obtained from a new purchase.

At the end of the lease term, the lessor should accept and manage disposal responsibly in accordance with applicable environmental laws. Returned computing can usually be remanufactured and remarketed, thus extending a product's useful life and lowering its overall environmental impact. Lessees should enquire whether the lessor possesses their own disposal capabilities and maintains strict business and process controls, or if disposal and recycling are outsourced.

Lessees should find out how the lessor manages returned equipment and ensure that the chain of custody is tightly controlled and handled in accordance with applicable environmental regulations. Lessees should check whether the lessor arranges for all logistics, including data privacy assurance and secure disposal, and can offer return options for obsolete, end-of-use, or scrap equipment that is not leased. For example, the leasing company may offer revenue sharing for resold assets, cash for unwanted equipment, and proof-of-destruction documentation that includes equipment serial numbers.

Supply chain responsibility

Purchasing organizations must consider several factors when selecting a socially and environmentally responsible vendor of electronic equipment. Consider the vendor organization's experience in social and environmental responsibility (SER). Compare the way it manages its suppliers with other companies. Ask for information about its commitment to sustainability, environmental activities, and implementation, and how it reports the results of its efforts.

- **Social criteria standards**—The procuring organization should verify that the supplier has rigorous supply chain standards and programs in place for ensuring its suppliers follow appropriate social and environmental practices, including:
 - Policies and standards
 - Contract clauses
 - Implementation tools
 - Audit strategy/validation monitoring
 - Corrective actions
 - Capability building to help suppliers improve
 - Supply chain transparency and results reporting
 - Focused conflict mineral and environmental programs
 - Focused human rights programs with protection against modern slavery and child labor



- **Code of conduct**—Organizations may ask suppliers to self-declare the relevant processes, provide demonstrable results, and refer to any existing supply chain codes they require their own suppliers to meet. The Responsible Business Alliance's (RBA) Code of Conduct, formerly the Electronic Industry Citizenship Coalition (EICC), is an example of an industry-wide supplier code that is widely recognized and adopted by electronics suppliers.

The RBA Code of Conduct outlines standards to ensure that working conditions in the electronics industry supply chain are safe and in accordance with the applicable laws, workers are treated with respect and dignity, manufacturing processes and operations are environmentally responsible, and business practices are ethical. The RBA code has been adopted and implemented by more than 70 of the world's major electronics brands and their suppliers. The goal is to improve conditions in the electronics supply chain. Development of the code was a multistakeholder effort, influenced by internationally recognized standards. For more information, review the [RBA Code of Conduct online](#).

- **Supply chain data**—Complex global supply chains can make it virtually impossible for procuring organizations to verify that manufacturing practices are applied throughout the product supply chain in all locations at any given time. Procuring organizations should ask their suppliers to provide data about or from other suppliers only in strict accordance with all applicable laws. Some information, such as audit reports, may not be available due to contractual requirements for confidentiality. In some instances, a procuring organization may need to limit its request to information not considered contractually confidential. Any requested information should also be easily comparable from one supplier to another. While suppliers should expect to provide detailed reporting on their own company programs, it is the procuring organization's prerogative and responsibility to request this information.

Organizational performance

- **Environmental policy**—Suppliers should have a written corporate environmental policy in place consistent with all aspects of the requirements laid out in the environmental policy section of ISO 14001.
- **Environmental management system (EMS)**—Suppliers should have a self-declared or third-party-certified operational EMS that meets the requirements of ISO 14001 or an equivalent internationally accepted EMS.
- **Reporting**—Suppliers should publish an annual report that meets the reporting requirements of ISO 14001 or equivalent internationally accepted reporting standards such as the U.S. EPA National Environmental Performance Track program or the GRI Sustainability Reporting Guidelines.

ENVIRONMENTAL STANDARDS SELF-DECLARATIONS, AND ECO-LABELS

Over the past two decades, many standards and eco-labels have been developed in response to the increasing demand for information on the environmental attributes of products. Today, a number of regional and national labeling programs with differing scopes and applications exist. HPE, together with other suppliers, is actively involved in efforts to encourage global harmonization and acceptance of environmental criteria.

The following schemes do not represent a complete list of available programs, but are chosen to demonstrate a selection of internationally recognized environmental self-declaration standards and labels that HPE recommends.

- **ENERGY STAR®**—A voluntary energy efficiency program sponsored by the U.S. EPA to promote energy-efficient products. It is well known for its logo, which appears on many computer products and peripherals, as well as household appliances. Products that earn ENERGY STAR certification prevent greenhouse gas emissions by meeting strict energy efficiency guidelines. HPE is committed to offering products and services worldwide that help customers save money and conserve energy without sacrificing features or performance. Sixty-seven percent of the server models and 60% of our storage models align with the ENERGY STAR configurations in 2018.
- **ECMA-370: The Eco Declaration**—A program that provides environmental information profile for a specific product or product family in an industry-standard format and can be used in any IT product category. This standard was developed by IT organizations in Sweden, Norway, and Denmark and made an international standard in 2006. IT ECO Declarations follow the Standard [ECMA-370](#) requirements. The standard addresses company programs and product-related attributes, but not the manufacturing processes and logistic aspects. The company environmental profile includes legal and market requirements such as recycling system participation, environmental policy, and environmental management systems. For more information, visit the [ECMA-370 website](#).
- **EPEAT**—The Electronic Product Environmental Assessment Tool (EPEAT) is an industry-wide environmental rating system and eco-label, required for U.S. Federal procurement and other state, local, education, and enterprise customers. [EPEAT](#) is a leadership standard that incentivizes and rewards manufacturers who push past environmental and social regulatory requirements. EPEAT registered servers and other products can be selected from the [EPEAT registry](#). EPEAT also offers purchasing guidance, such as the [cloud computing purchasing guide](#).
- **Leadership in Energy and Environmental Design (LEED®)**—A third-party certification program and the U.S.-accepted benchmark for the design, construction, and operation of high-performance green buildings. The rating system is managed by the U.S. Green Building Council, a nonprofit organization based in Washington, DC. IT products are not LEED certified, but procurement of ENERGY STAR qualified products with recycled content, as well as use of recycling programs for hardware, impact credit points in the LEED certification for existing buildings. For more information, visit the [U.S. Green Building Council's LEED website](#).



APPENDIX: SAMPLE QUESTIONNAIRE

Use this checklist to evaluate potential IT equipment purchases

Product attributes	Yes	No	N/A
Materials			
Does the product comply with EU or EU RoHS-like regulations (such as the EU RoHS Directive 2011/65/EC and its amendments)?			
Has the supplier confirmed the product does not contain asbestos (76/769/EEC, amendment 1999/77/EC)?			
Has the supplier confirmed the product does not contain ozone-depleting substances: chlorofluorocarbons (CFC), hydrobromofluorocarbons (HBFCs), hydrochlorofluorocarbons (HCFCs), halons, carbon tetrachloride, 1,1,1-trichloroethane, or methyl bromide?			
Has the supplier confirmed the product does not contain polychlorinated biphenyl (PCB) or polychlorinated terphenyl (PCT) (76/769/EEC)?			
Has the supplier confirmed the product does not contain short-chain chloroparaffins (SCCPs), with 10 to 13 carbon atoms in the chain containing at least 48% per mass of chlorine, as specified in Norwegian regulation relating to restrictions on the use of certain dangerous chemicals (20.12.2002)?			
Has the supplier confirmed that parts with direct and prolonged skin contact do not release nickel in concentrations higher than specified in 76/769/EEC, amendment 94/27/EEC?			
Does the supplier adhere to the GreenScreen® for Safer Chemicals method for chemical hazard assessments of their products?			
Batteries			
Has the supplier confirmed if the product contains a battery or an accumulator, it is labeled with the disposal symbol, and if it contains more than 0.0005% of mercury (for button cells only) by weight, or more than 0.004% of lead, it is marked with the chemical symbol for the metal concerned, Hg or Pb? Is information on proper disposal provided in user manual? (See 2006/66/EC)			
Has the supplier confirmed that button cells used in the product do not contain more than 2% by weight of mercury or other batteries or accumulators do not contain more than 0.0005% of mercury or 0.002% of cadmium? (See 2006/66/EC)			
If batteries are permanently installed in the product, is information on the environmentally hazardous substances and safe removal method listed in the WEEE disassembly instruction included? (See 2006/66/EC)			
Product packaging			
Has the supplier confirmed that the sum of the concentration levels of lead, cadmium, mercury, and hexavalent chromium present in packaging or packaging components does not exceed 0.01% by weight? (See 94/62/EC)			
Is plastic packaging material marked according to ISO 11469, referring to ISO 1043 for plastics symbols and terms? (See 97/129/EC)			
Is the product packaging material free from CFC/HCFC?			
Has the fiber used in the production of paper packaging materials been harvested legally, with chain-of-custody documentation?			
Are product packaging material types reasonable in weight and separable, if composed of multiple materials?			
Is the product plastic packaging halogen-free (including PVC)?			
Is user and product documentation free of chlorine-bleached paper?			
Is user and product documentation printed on paper with recycled content?			
Design for recyclability			
Are parts that have to be recycled separately, easily separable? Are plastic materials in covers/housing free of surface coating?			
Do plastic parts greater than 100 grams consist of one material or of easily separable materials?			
Do plastic parts greater than 25 grams have material codes according to ISO 11469, referring to ISO 1043 for plastics symbols and terms?			
Are plastic parts free from metal inlays or do they have inlays that can be removed with commonly available tools? Are labels easily separable? (This requirement does not apply to safety/regulatory labels.)			
Can the product be upgraded (such as with processor, memory, cards, or drives)? Can the product be upgraded using commonly available tools?			
Are spare parts available for a minimum of three years after end of production? Is service available for a minimum of five years after end of production?			
Is electrical cable insulation (such as power and signal cables) halogen-free (including PVC)? Are all cover/housing plastic parts greater than 25 grams halogen-free?			
Are all printed circuit boards (without components) greater than 25 grams halogen-free?			
Are chemical specifications of flame retardants in cover/housing plastic parts greater than 25 grams are in accordance with ISO 1043-4?			
Are chemical specifications of flame retardants in printed circuit boards (without components) greater than 25 grams in accordance with ISO 1043-4?			
Are plastic parts greater than 25 grams free from flame retardants substances/preparations above 0.1% classified as R45, R40, R46, R48, R50, R51, R53, R60, R61, and any combination of these? (See 67/548/EEC)			



Product attributes	Yes	No	N/A
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Energy efficiency

- Was the product developed with energy efficiency included in the design specifications? Does the product have the ability to operate in a variety of power states based on workload?
- Does the product meet the requirements of ENERGY STAR, EPEAT, or another certification program? Are power supplies at least 94% efficient?
- Are power and thermal monitoring capabilities embedded in the product?
- Can power and thermal sensors be monitored using standard APIs by a vendor-specific or third-party monitoring application or DCIM?
- Is the product designed to operate in ASHRAE class A3/A4 environments?
- Does the supplier offer proactive lifecycle management services to optimize power/cooling/space management in the data center?
- Does the supplier provide services to avoid overprovisioning of infrastructure within the data center?

Asset recovery/Recycling/Reuse

- Does the vendor offer product repair, refurbishment, or recycling as a part of the initial contract to guarantee proper handling when the product is decommissioned?
- Is information available for recyclers/treatment facilities (as required by such directives as 2002/96/EC)? Does the service provider have experience with recycling products?
- Does the supplier offer reuse and/or recycling services globally?
- Does the supplier manage its vendors to ensure high-quality standards are met? Are there any serious recycling violations that are in litigation?
- Can the supplier provide certificates of destruction if requested?
- Are there processes in place for equipment to be tested, evaluated, and refurbished?
- Does the service provider have specialized skills that encompass secondary market knowledge and data privacy concerns? Can the service provider remarket all types of equipment no matter the original manufacturer?
- Does the service provider offer value-return to the customer as part of their service offerings?

Social and environmental organizational performance

- Does the supplier disclose its environmental, social and governance (ESG) data, policies, and programs in alignment with a global reporting framework (for example, Global Reporting Initiative [GRI] or Sustainability Accounting Standards Board [SASB])?
- Does the supplier voluntarily disclose and/or supply ESG data for performance assessment (for example, CDP, Dow Jones Sustainability Index, MSCI, Sustainalytics, EcoVadis, and others)?
- Has the supplier received any national or international recognition for its ESG performance? Does the supplier have oversight of ESG issues at the board level?
- Does the supplier have a public commitments and/or policy for social and environmental responsibility (for example, environmental health and safety policy, global human rights policy, sustainable procurement framework, and such)?
- Does the supplier have an environmental management system covering product development and/or manufacturing? If so, is it certified according to ISO 14001, the EU Eco-Management and audit scheme, or another protocol?
- Does the supplier have social and/or environmental targets to mitigate negative impacts of the business and/or make positive contributions (for example, a science-based target for greenhouse gas emissions reductions, a target for renewable energy procurement, a comprehensive global human rights policy, and more)?
- Has the supplier received any environmental fines or non-monetary sanctions in the last three years?



Product attributes

Yes

No

N/A

Supply chain responsibility

Does the supplier have specific public, social, and environmental responsibility requirements for its sub-suppliers (for example, a code of conduct or policy that covers labor, health and safety, environment, and ethics)?

Has the supplier's internal commodity managers/buyers been trained on social and environmental responsibility requirements?

Does the supplier assess risk in its supply chain adequately? Does the supplier have a social and environmental responsibility risk-assessment process?

If the supplier has risk-assessment processes, do they publicly disclose the results of their risk assessments and audits?

Is the supplier involved in external social and environmental responsibility activities (for example, Responsible Business Alliance (RBA), Global e-Sustainability Initiative, Ethical Trading Initiative, and so on)?

Have the supplier and sub-suppliers completed the RBA self-assessment questionnaire?

Does the supplier apply the results of the self-assessment questionnaires in their decision-making? Does the supplier employ a corrective action plan process after they visit their sub-suppliers' factories?

Does the supplier publicly report results of its supply chain social and environmental responsibility program (for example, in a global citizenship report or annual report)?

Does the supplier implement changes in the supply chain because of these programs? Does the supplier have third-party validation of sub-supplier audit results?

Has the supplier provided workers in factories with social and environmental responsibility worker training programs? Are nongovernmental organizations working directly with the supplier on factory programs and improvements?

Does the supplier collect metrics to validate the business case of social and environmental responsibility? Does the supplier externally publish a list of their top-tier production sub-suppliers?

Does the supplier externally publish a list of factory addresses for their top-tier production suppliers? Does the supplier externally publish the carbon footprint of their manufacturing supply chain?

If so, what is the percentage of spend coverage?

Does the supplier externally publish the water footprint of their manufacturing supply chain? What is the percentage of spend coverage?

Does the supplier externally publish a list of conflict minerals, tantalum, tin, tungsten, and gold, smelters/refiners in their supply chain?

Does the supplier publicly commit to energy, carbon, and water reduction goals?

Are the supplier's goals aligned to climate science through the science-based target initiative?

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a50000711ENW, June 2021, Rev. 1