

Replaceable Units Definitions

customer-replaceable unit (CRU). A unit that can be replaced in the field by customers or by qualified personnel trained by HP. CRUs are divided into the categories of Class 1, Class 2, and Class 3 according to the risk of causing a system outage if the documented replacement procedure is not followed correctly and how much CRU-replacement training or experience is advisable. See also field-replaceable unit (FRU).

Class-1 CRU. A CRU that probably will not cause a partial or total system outage if the documented replacement procedure is not followed correctly. Customers replacing a Class-1 CRU do not require previous experience with replacing NonStop S-series CRUs. However, for some CRUs, customers must be able to use the tools needed for the replacement procedure (which are common tools) and must protect components from electrostatic discharge (ESD).

Class-2 CRU. A CRU that might cause a partial or total system outage if the documented replacement procedure is not followed correctly. Customers replacing Class-2 CRUs should have either three or more months experience with replacing NonStop S-series CRUs or equivalent training. Customers must be able to use the tools needed for the replacement procedure and must protect components from electrostatic discharge (ESD).

Class-3 CRU. A CRU that probably will cause a partial or total system outage if the documented replacement procedure is not followed correctly. Customers replacing Class-3 CRUs should have either six or more months experience with replacing NonStop S-series CRUs or equivalent training. Customers must be able to use the tools needed for the replacement procedure, must protect components from electrostatic discharge (ESD), and must understand the dependencies involved in NonStop S-series CRU-replacement procedures, such as disk path switching. Replacement by a service provider trained by HP is recommended.

field-replaceable unit (FRU). A unit that can be replaced in the field only by qualified personnel trained by HP and cannot be replaced by customers. A unit is classified as a FRU because of safety hazards such as weight, size, sharp edges, or electrical potential; contractual agreements with suppliers; or national or international standards. See also customer-replaceable unit (CRU).