



READY TO GO

WARRANTY

WARRANTY SERVICE DOCUMENT
SAMPLE

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SAMPLE NOT A LEGAL DOCUMENT

Introduction

Thank you for your purchase of onsite warranty for your RTG product.

This document includes everything you need to know about how to raise an onsite visit in the event of hardware failure.

Please keep this document for your reference as it will provide you with a permanent record of -

- **The level of service you have purchased**
- **What specific product(s) are registered under the warranty**
- **Which address you have registered the hardware at for warranty purposes**
- **How to invoke your purchased warranty service**
- **Additional contact details**

We would recommend that you take a moment to read this document thoroughly so that in the event of a problem it can be solved quickly and concisely.

Additionally, we would recommend that you register for our portal and familiarise yourself with the technical support ticketing system to avoid any delay in handling your case; you can find details on how to do this here -

<http://www.rtgserver.com/>

If you have purchased an additional software license and accompanying support contract, you should receive details about this separately. If you do not receive it shortly after receiving this document, please contact your sales representative to obtain a copy.

If there is any further information you require that is not covered within this document, please feel free to get in contact with us and we will do our best to provide it for you.

For our full Terms & Conditions, please refer to our Warranty Services document. If you have not been provided with a copy of this, please ask your sales contact to provide one to you.

On-Site Warranty - How It Works

In the event of suspected hardware failure with your equipment within the associated warranty period, please email warranty@rtgservers.com

Our engineers will automatically be notified with the information you have provided and will aim to get back to you within 4 hours.

Depending on the level of detail required, the engineer may ask you to perform further diagnostics or to provide further details to ascertain the cause of the issue*

Pending this investigation, if our diagnosis confirms that a part is likely faulty, an engineer will be scheduled to go on-site at an appropriate time to fit replacement(s) as necessary*

The engineer will visit the site and replace these parts, then upon completion the engineer will perform reasonable tests to assure the functionality of the server. Additionally, they will allow you to test and confirm that the system is repaired to a satisfactory level*

Once you are satisfied the system is fully functional, the ticket and associated case is closed

**See "Notes regarding onsite warranty"*

What is covered by your purchased warranty

Below is a table outlining the exact details of the hardware and the warranty level you have purchased.

Please quote these details when contacting us as it will enable us to deal with your issue more quickly and efficiently.

If any of these details change or are incorrect, please contact us immediately so we can update our systems and guarantee your onsite cover is not interrupted for any reason.

| | |
|---|-------------------|
| Warranty Service Level | Next Business Day |
| Duration | 3 Years |
| Start Date | |
| End Date | |
| Invoice Number | |
| Machine Serial Number(s) | |
| Address for where the hardware will be kept: | |
| <i>Company</i> | |
| <i>Address Line 1</i> | |
| <i>Address Line 2</i> | |
| <i>City</i> | |
| <i>County</i> | |
| <i>Country</i> | |
| <i>Postcode</i> | |
| Contact details for above address: | |
| <i>Name</i> | |
| <i>Telephone Number</i> | |
| <i>E-mail</i> | |

Points of Contact

Technical Support

If you experience a technical problem with an order you have received and require support, please contact a member of our knowledgeable technical support team:

<http://www.rtgserver.com/>

In the event that you are unable to add a ticket, please send an email containing your serial number (included in this document) and a concise problem description to warranty@rtgserver.com who will add this on your behalf.

Sales Team

If you wish to discuss extending the warranty option on your order or discuss additional support options for your purchase, please contact a member of our dedicated Sales Team:

E-mail: sales@rtgserver.com

Customer Services

If you experience any other issues with an order you have received, please contact the reseller from whom you originally made your purchase.

Software Support

Your server may also include support contract with a software vendor; for example if you have a SAN solution.

If this is the case and you have a software specific problem and then please feel free to contact the reseller from whom you originally made your purchase.

Alternatively, please feel free to contact the software vendor directly, as per the secondary support documentation provided to you.

Important notes regarding onsite warranty

- In the first 30 days from delivery, any serious failure with the system is considered a “Dead on Arrival” unit. As a result, we reserve the right to collect the unit for investigation and repair at our site before being returned to you, rather than performing lengthy diagnostics on site. In such cases, we will endeavour to do this as promptly as possible to avoid inconvenience.
- Items deemed as “user serviceable” (hot pluggable HDD’s, redundant PSU’s, external cables etc.) are generally not covered by onsite warranty. These items are designed so that an engineer is not required to perform replacement and a swap can be completed in seconds. In these cases, an advanced replacement warranty is offered; as such items are typically delivered to you for installation by your own personnel at a convenient time. The faulty component is either collected at the same time or a later date of your choice (upon request). If this is not suitable and you need a hands on support and maintenance contract which includes these items, please contact your sales representative to discuss this.
- Our engineers are available on our helpdesk and to perform onsite replacements between the hours of 9am to 6.00m IST, Monday to Friday. If you require a service outside of these hours please contact your sales representative to discuss this.
- Onsite warranty covers only hardware replacements and is not a replacement for an onsite support contract. It may be deemed necessary by our engineers for you to perform further diagnostics to determine the root cause of a problem and assure that there is a hardware issue and to isolate the failing component. If you are not able to do so then we will try to accommodate this, however this is likely to delay the engineers visit and increase the time to resolution. If you are unable to perform diagnostics or need a hands on support and maintenance contract which includes this level of assistance, please contact your sales representative to discuss this.
- Whilst we will endeavour to get an engineer to you by the next business day, we cannot guarantee this if your ticket is logged past 3pm – especially if collecting additional information or diagnostics are necessary. If you do have a critical situation which requires a faster response than usual, please contact your sales representative to discuss this.
- It is our goal to have an engineer onsite with the necessary parts to resolve the issue with your system in the fastest time possible. Occasionally however this may be delayed if we are unable to source the appropriate parts for your system. If you require guaranteed spares to be available for your system, please contact your sales representative to discuss this.
- After replacement parts have been installed, appropriate testing will be performed to ensure functionality, these will typically be short to enable the system to be brought online quickly. If specific customer tests are required and require a significant amount of time to complete, the engineer may leave site and return if necessary.
- If an engineer is booked to be onsite, however the customer does not show up or misses the appointment, we reserve the right to bill for the engineers’ time or not to attend that call for a second time.
- If diagnostic information provided is found to be deliberately misleading in order to obtain an unnecessary onsite visit, we reserve the right to bill the customer for any additional costs incurred by replacing unnecessary parts or engineer’s time.