



WARRANTY AND SUPPORT SERVICES



Introduction

Servers Direct Warranty and Support Services feature a comprehensive suite of support services designed to maximize the readiness and availability of your business operations.

These services provide support actions, including remote diagnostics and troubleshooting, component replacement, On-Site Service Technician dispatch, the ability to keep your drive, and other necessary assistance to help resolve incidents with your covered hardware.

With Servers Direct Warranty and Support Services, you can build the tailored support service that best suits the needs of your business operations.

Available Support Services

Servers Direct offers two distinct hardware support services.

- EQCare Client
- EQCare Server

Two additional support services are available to enhance the above hardware support services.

- EQCare Plus
- EQCare Flex KYD



All support services contained in this document are product dependent. Support service availability, response times, and support actions for individual EQCare Client, EQCare Server, EQCare Plus, and EQCare Flex KYD support services vary and apply to covered products accordingly.¹

Servers Direct Customer Support can be contacted for assistance via telephone, email, webchat, or web portal regarding incidents on covered hardware.

¹ Support services, response times, and coverage windows are subject to local availability.

SUPPORT SERVICE FEATURES

Every support service offered by Servers Direct provides unique product-dependent features for your covered hardware. This section introduces each of the available support services and outlines their support features. For more detailed information on individual support services, refer to the **Support Service Actions** section below.

EQCare Client

Servers Direct is committed to keeping your Desktop systems up and running. EQCare Client service is designed to maximize the uptime of your business operations by providing remote assistance through Servers Direct Customer Support and access to replacement components when required.

FEATURES:

- Monday-Friday, 7 AM-7 PM (CST) Servers Direct Customer Support
- Remote troubleshooting and diagnostics
- Depot repair services with five-day SLA turnaround
- Next Business Day Advanced cross-ship of field replaceable components²

EQCare Server

Your Server and Storage systems deserve our highest priority because your customers and your business depend on them. With our EQCare Server service, you gain access to round the clock Customer Support and our fastest shipping options. Upon contact, Servers Direct Customer Support will assist in determining the root cause of your incident.

FEATURES:

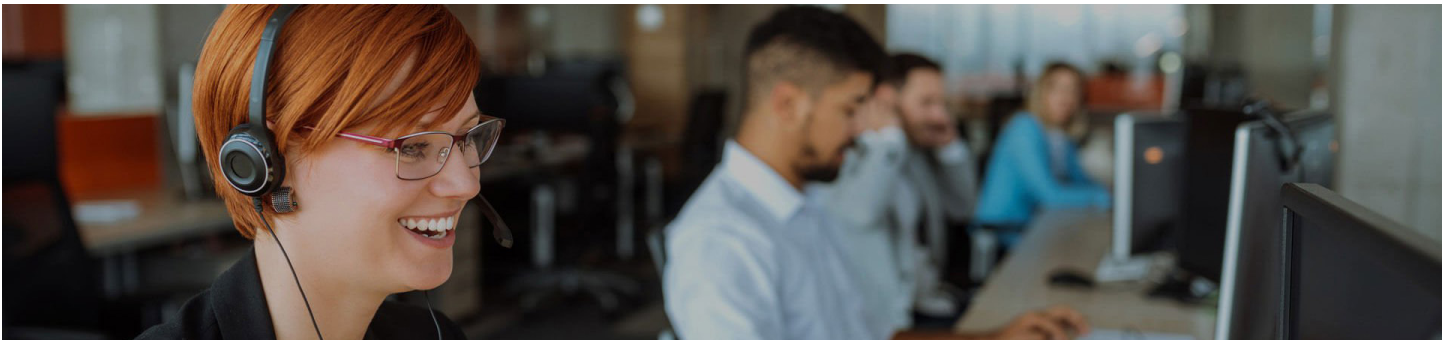
- 24x7x365 Servers Direct Customer Support (including holidays³)
- 4-hour Anytime Response to talk to Servers Direct Customer Support⁴
- Remote troubleshooting and diagnostics
- Depot repair services with five-day SLA turnaround
- Next Business Day Advanced cross-ship of field replaceable components⁵

² Based on component availability.

³ Availability may vary by country.

⁴ For Severity Level 1 and 2.

⁵ Based on component availability.



EQCare Plus

When your system is serviced by a certified Servers Direct technician, you can be confident the work was completed to our industry-leading standards. EQCare Plus includes access to a certified Servers Direct technician who will travel to your registered location and provide direct assistance with the repair of the covered hardware. This service is an upgrade to your existing EQCare Client and/or EQCare Server service.

FEATURES:

- NBD dispatch of On-Site Service Technician⁶
- On-Site Service Technician arrives on-site at your registered location
- On-Site Service Technician is trained and certified for Servers Direct system repair
- On-Site Service Technician installs components, performs repairs, and tests functionality

EQCare Flex KYD

Servers Direct understands that you may need to retain your Hard Disk Drive (HDD) or Solid State Drive (SSD) when replacing it. Sensitive data storage devices often require a higher degree of security, including control over their accessibility and disposal. Typically, to qualify for replacement, a failed drive must first be returned to Servers Direct. With EQCare Flex KYD, you are provided a replacement drive for the covered system⁷ and the freedom to keep the failed drive within your secure business environment.

FEATURES:

- Ability to keep your failed HDD/SSD within your secure environment
- Provides replacement HDD/SSD within your system's support service term

⁶ After replacements components arrive.

⁷ EQCare Flex only available for select Servers Direct systems. Contact Servers Direct Customer Support for more detailed information.

SUPPORT SERVICE ACTIONS

Every support service provided by Servers Direct utilizes a variety of support actions. This section details the coverage and support Servers Direct provides for each part of a service and what customer expectations may be required.

I EQCare Client Support Actions

1. Contact Servers Direct Customer Support.

Servers Direct Customer Support is available Monday-Friday 7 AM-7 PM (CST).

2. Troubleshoot Hardware.

Speak with Servers Direct Customer Support for assistance with troubleshooting your Desktop hardware incident. Most incidents can be resolved through the troubleshooting process.⁸ For the most expedient and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of the incident
- Download tools or diagnostics to run on your system
- Send log files to Servers Direct
- Load or install firmware or software updates
- Provide accurate error codes

3. Make Shipping Arrangements.

Once troubleshooting is complete, it may be determined that replacement components are required to resolve the incident. Depending on replacement requirements, Servers Direct may ship the necessary components to your registered location or may require the system to be sent back to Servers Direct for Depot Repair.⁹ Replacement component shipping times are based on availability.

4. Install Components.

If replacement components are shipped to your location, you are responsible for the installation of those components. Upon request, an On-Site Service Technician can be provided¹⁰ to perform the installation/repair of the covered hardware and test hardware functionality for you.

⁸ Servers Direct is unable to estimate time or effort required for troubleshooting.

⁹ You are responsible for the return shipping of any failed components.

¹⁰ For an additional fee.

EQCare Server Support Actions

1. Contact Servers Direct Customer Support.

Servers Direct Customer Support is available 24x7x365.¹¹

When you open a support request by phone, Servers Direct commits a Representative to respond to your request within four hours, day or night.¹²

2. Troubleshoot Hardware.

Speak with Servers Direct Customer Support for assistance with troubleshooting your Server or Storage hardware incident. Most incidents can be resolved through the troubleshooting process.¹³ For the most expedient and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of incident
- Download tools or diagnostics to run on your system
- Send logs files to Servers Direct
- Load or install firmware or software updates
- Provide accurate error codes

3. Make Shipping Arrangements.

Once troubleshooting is complete, it may be determined that replacement components are required to resolve the incident. Depending on replacement requirements, Servers Direct may ship the necessary components to your registered location or may require the system to be shipped back to Servers Direct for Depot Repair.¹⁴ Replacement component shipping times are based on availability.

4. Install Components.

If replacement components are shipped to your location, you are responsible for the installation of those components. Upon request, an On-Site Service Technician can be provided¹⁵ to perform the installation/repair of the covered hardware and test hardware functionality for you.

¹¹ Telephone support is 24x7x365. All other forms of contact are monitored Monday-Friday 7AM-7PM (CST).

¹² Four hour call back applies to severity 1 and 2 incidents only.

¹³ Servers Direct is unable to estimate time or effort required for troubleshooting.

¹⁴ You are responsible for the return shipping of any failed components.

¹⁵ For an additional fee.

EQCare Plus Support Actions

1. Contact Servers Direct Customer Support.

Servers Direct Customer Support is available 24x7x365.¹⁶

When you open a support request by phone, Servers Direct commits a Representative to respond to your request within four hours, day or night.¹⁷

2. Troubleshoot Hardware.

Speak with Servers Direct Customer Support for assistance with troubleshooting your hardware incident. Most incidents can be resolved through the troubleshooting process.¹⁸ For the most timely and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of incident
- Download tools or diagnostics to run on your system
- Send log files to Servers Direct
- Load or install firmware or software updates
- Provide accurate error codes

3. Make Shipping Arrangements.

Once troubleshooting is complete, if it has been determined that components are required to resolve the incident, field serviceable replacement components will be shipped to your location.¹⁹ Replacement component shipping times are based on availability.

4. Make Scheduling Arrangements.

On-Site Service Technicians are available Monday-Friday 9 AM-5 PM local time.²⁰

Once the replacement component has arrived on-site, an On-Site Service Technician can be scheduled for NBD dispatch²¹ to perform the installation/repair of the covered hardware.

¹⁶ Telephone support is 24x7x365. All other forms of contact are monitored Monday-Friday 7AM-7PM (CST).

¹⁷ Incidents of Severity Level 1 and 2 qualify for callback within four hours.

¹⁸ Servers Direct is unable to estimate time or effort required for troubleshooting.

¹⁹ Components ordered before 3PM (CST) qualify for NBD shipping. Components ordered after 3PM (CST) may take an additional business day.

²⁰ This excludes holidays.

²¹ Your system location must be registered with Servers Direct and available on-site before a Tech can be dispatched. Requests for a Tech placed before 3PM local time qualify for NBD dispatch.

5. Make Technician Accommodations.

For our On-Site Service Technicians to best serve you, your assistance and cooperation may be required. Certain arrangements should be made before the technician arrives on-site. These include:

- The system must be located at the registered address
- The work environment must be safe and clear of obstructions
- Provide access to your system within 30 minutes of arriving on-site
- Special requirements (badges, clearances, approvals, etc.) must be handled before the On-Site Service Technician is dispatched
- Data backup, removing confidential data from affected systems

OUR ON-SITE SERVICE TECHNICIANS WILL:

- Install replacement components
- Test functionality

6. On-Site Service Technician Travel Expectations.

All our On-Site Service Technicians make their best effort to arrive on-site at their earliest availability. Locations within 50 miles qualify for NBD dispatch. If your system location is further than 50 miles from our nearest Service Depot,²² additional time may be required to schedule an On-Site Service Technician.

0-50 MILES FROM SERVICE DEPOT:

- Next Coverage Day

51-100 MILES FROM SERVICE DEPOT:

- One Additional Coverage Day Minimum²³

100+ MILES FROM SERVICE DEPOT:

- Subject to On-Site Service Technician availability²⁴

Please contact Servers Direct Customer Support for more information regarding coverage details, and maximum On-Site Service Technician travel distances specific to your area.

²² Distance may affect Tech response times.

²³ Additional charges may apply.

²⁴ Additional charges may apply.

| EQCare Flex KYD Support Actions

1. Contact Servers Direct Customer Support.

Customer Support availability and response times for EQCare Flex KYD are product dependent. Refer to the corresponding **EQCare Client Support Actions** or **EQCare Server Support Actions** sections for more information.

2. Troubleshoot Hardware.

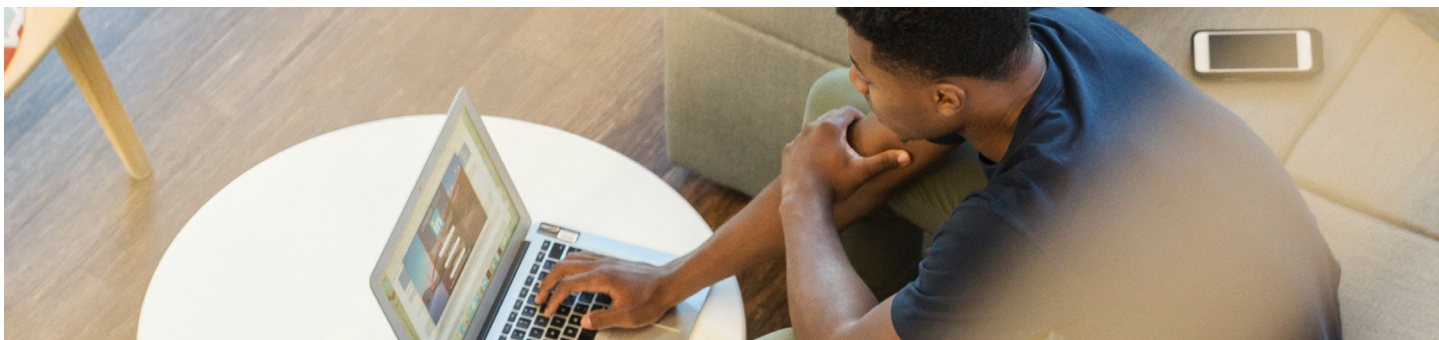
Speak with Servers Direct Customer Support for assistance with troubleshooting your hardware incident. Most incidents can be resolved through the troubleshooting process.²⁵ For the most expedient and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of incident
- Download tools or diagnostics to run on your system
- Send logs files to Servers Direct
- Load or install firmware or software updates
- Provide accurate error codes

Upon completion of troubleshooting with Servers Direct Customer Support, if it is determined that the system contains a qualified HDD or SSD, EQCare Flex KYD allows you to retain the component in question and receive a replacement. Your system must first be qualified for replacement and must reside at your registered location to qualify for EQCare Flex KYD.

If Servers Direct deems necessary, your hardware may require further investigation into the cause of the incident. To perform this support action, Servers Direct may request a return and/or access to your hardware. You agree to work with Servers Direct to facilitate the return and/or access to the hardware in question.

²⁵ Servers Direct is unable to estimate time or effort required for troubleshooting.



3. Make Shipping Arrangements.

Once troubleshooting and qualification is complete, if it has been determined that a replacement HDD or SSD is required, the replacement drive will be shipped to your location.²⁶ Replacement shipping times are based on availability.

4. Install Drive.

If a replacement drive is shipped to your location, you are responsible for installation. Upon request, an On-site Service Technician can be provided²⁷ to perform the installation/repair of the covered hardware and test hardware functionality for you. To qualify for this service, Servers Direct must be notified of systems residing at any unregistered locations ahead of time.²⁸

²⁶ Components ordered before 3PM (CST) qualify for NBD shipping. Components ordered after 3PM (CST) may take an additional business day.

²⁷ For an additional fee.

²⁸ Changes in registered location affect transportation time and availability and may result in additional fees.

SEVERITY LEVELS

Upon contact, Servers Direct Customer Support will assist in determining the Severity Level of your incident. Once the Severity Level has been determined, Customer Support will assist with troubleshooting, obtaining replacement components, scheduling and On-Site Service Technician, or other necessary support actions to restore your system to full functionality. Systems with Level 1 (Critical) Severity will receive our highest priority.

Level 1 – Critical. The system is completely down or unresponsive and requires immediate support action.

Level 2 – High Severity. The system is degraded in a way that severely impacts functionality or business operations.

Level 3 – Medium/Low Severity. The system is degraded in a way that has no or little impact to the functionality and/or business operations.

CONTACT SERVERS DIRECT FOR SUPPORT

- Phone: 800-576-7929
- E-mail at techsupport@serversdirect.com
- Website at <https://www.serversdirect.com/support/>
- Web Chat at <https://www.serversdirect.com/support/>
- Web Portal

Only Servers Direct phone lines are monitored 24x7.²⁹ All other contact methods are monitored during regular business hours. When you open a support request by phone, Servers Direct commits a Representative to respond to your request within four hours, day or night.³⁰

FOR SUPPORT YOU NEED:

- Hardware serial number
- Describe where and what it looks like
- Description of your hardware issue
- Any pertinent data
- Willingness to assist with remote troubleshooting

²⁹ Applies only to EQCare Plus.

³⁰ Four hour call back applies to severity 1 and 2 incidents only.

COLLABORATIVE SUPPORT SERVICES

Certain third-party products may frequently be used along-side systems covered by an active Servers Direct warranty or support service. Upon utilizing your support service, Servers Direct may determine that a third-party product is the cause of the incident. If the third-party product qualifies, Servers Direct may provide collaborative support services. In this event, Servers Direct will act as the sole point-of-contact until the incident is contained. Additionally, Servers Direct may contact the third-party provider, supply documentation of the incident, and continually track status updates and action plans from the provider within reasonable limits.

To qualify for collaborative support services, you are required to have an active Servers Direct support service as well as the applicable active support service directly with the qualified third-party provider. Once the incident is contained, and the third-party provider has been notified, the third-party provider becomes solely responsible for providing all necessary support service actions to resolve your reported incident. Servers Direct is neither responsible nor liable for the quality, effectiveness, or any other aspect of third-party products or services. The eligibility of third-party products for collaborative support services is subject to change at any time without prior notice.

NON-STANDARD COMPONENTS IN CUSTOM SYSTEMS

Replacement and Repair

Coverage of non-standard or unique components may be included with your support service as a component exchange service. This service works along-side your corresponding support service that covers the replacement of qualified standard Servers Direct components in standard configuration.

Servers Direct is not responsible for the availability of non-standard components. If you facilitate the replacement process by ordering the required components in advance, Servers Direct will provide non-standard support services to exchange those qualified non-standard components which have been made available. Response time for repair and installation of replacement components is subject to the coverage terms in your warranty or support service. However, non-standard component replacement may not qualify for NBD shipping or On-Site Service Technician dispatch.

Third-Party Services

Servers Direct may be required to utilize a third-party manufacturer, warranty, and/or services to perform non-standard component support services. In this event, you agree to assist Servers Direct to facilitate the use of the corresponding third-party warranty and/or services. This includes, but is not limited to, providing all materials requested by third-party manufacturers or providers.

Servers Direct does not provide firmware or software for non-standard components. You are responsible for updating and monitoring all non-standard components with software provided by the original manufacturer. Additionally, you are expected to resolve all incidents with software/firmware, utilities, and hardware by contacting the original manufacturer.

Engineer Testing

Servers Direct engineer testing is required after the installation of any non-standard components. Once complete, a Statement of Work (SOW) will be issued for the resulting configuration with a test report providing a result of Pass/Fail. The report will list the firmware levels and exact hardware configuration tested. Any software or non-standard component support services you request are available only for the exact configuration in question (as tested) at that time.

Any modification of Servers Direct standard utility configurations, including BIOS and Firmware, is not supported. It is your responsibility to work directly with the manufacturer to resolve any incidents found during engineer testing of non-standard components. This may include incidents involving performance, software, firmware, or hardware.

Any additional testing performed after you have received a report with a result of PASS requires a new SOW and is subject to the resultant engineering fees. This includes all related engineer testing performed for repair, replacement, or support of any component of the system within the applicable warranty or support service term.

All services provided to non-standard components are subject to the coverage terms of your support service.

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