

	FUJITSU VIETNAM LTD.	Code: FVL-2-CE-03
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1. PRECONDITIONS

- These service menu and maintenance price ratios are for all new FUJITSU PLATFORM PRODUCTS as PRIMERGY, ETERNUS and others including CCD (Client Computing Devices), Scanner, PalmSecure, POS, and Printer
- The simulation is based on Global standard of calculation and regular update
- Other product group is not listed in this document, its warranty ratio will be based on target sales so if the target sales need to be changed, the percentages should be changed and update accordingly.

2. DEFINITION

- “Warranty” refers to Fujitsu platforms, aside by the global warranty standards announced by Fujitsu Japan and Fujitsu Technology Solutions. Common spare parts under warranty are in stock and available. Others follow factory warranty scheme.
- “Global Service Pack” refers to additional onsite maintenance service for hardware with SLA (Service Level of Agreement), Spare parts under hardware maintenance are in stock and available.
- All labor and transportation costs will be chargeable on top of the given ratio and will be calculated on project basis upon agreement between Service and Sales.

3. WARRANTY AND MAINTENANCE MENU

3.1 Support Availabilities


		Warranty			Maintenance Service ^(1*)		
		8x5xNBD	8x6x4	24/7	Silver	Silver+	Gold
Hardware Support	Telephone Support	9x5	9x6	24/7	9 x 5 ^(3*)	9 x 6	24/7 ^(3*)
	On-site coverage hours	9x5	9x6	24/7	9 x 5 ^(3*)	9 x 6	TBD ^(3*)
	Troubleshooting/ diagnosis	Yes	Yes	Yes	Yes	Yes	Yes
	Parts Replacement	Yes ^(2*)	Yes ^(2*)	Yes ^(2*)	Yes ^(2*)	Yes ^(2*)	Yes ^(2*)
Response Time	Call Response Time	4 hours	2 hours	2 hours	2 hours	2 hours	2 hours
	On-site Response Time	NBD	4 hour	4 hour	4 hours	4 hours	4 hours
OS/Software support	OS/ Software support	N.A	N.A	N.A	Option ^(3*)	Option ^(3*)	Option ^(3*)

Note:

^(1*) For Standard Maintenance, level and SLA same as Warranty 8x5xNBD but it will include OS/Software support

^(2*) For hardware maintenance within radius <=30km from Fujitsu service centers (refer to article **4. Warranty points**); Outside these coverage areas labor fee and transportation fee is chargeable


^(3*) To be specified in the contract/SLA.

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3.2 Optional Service Menu

Option Service Menu		Semi-annual	Quarterly	Monthly
<i>Service Options</i>	Preventive maintenance	Yes	Yes	
	Onsite Account Reviews	Yes	Yes	Yes
	Provision of OS patch (HotFix)			
	Others are specified the contract			

- **Preventive maintenance:** The contents of PM should be followed by maintenance manual.
- **Onsite Account Reviews:** Provide the occurred incidents, record of trouble shooting, root cause, log analysis and so on.

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ANNEX 1.

TERMS & CONDITIONS (WARRANTY)

WARRANTY STANDARDS


FVL provides warranty with the terms and conditions as stipulated hereunder:

1. List of equipment for warranty

- 1.1. Fujitsu PRIMERGY Server
- 1.2. Fujitsu ETERNUS Storage
- 1.3. Fujitsu Scanner
- 1.4. Fujitsu CCD products (PC, Laptop, Workstation, Futro, Monitor)
- 1.5. Fujitsu Palm Secure
- 1.6. Fujitsu Printer

2. Warranty conditions

- 2.1. FVL take responsibilities to seal warranty stamp for all equipment and clearly state the warranty start date.
- 2.2. The warranty begins on the delivery date (written date on original invoice or original delivery note). The delivery note should clearly state the product name and the product identification number (as part number, Serial number...)
- 2.3. Warranty period:
 - Server: 03 years except for consumables part
 - Storage: 03 years except consumables part as cartridges, batteries
 - Tape drive or library: 01 year except for media
 - Scanner: 01 year except for consumables part as pick roller, brake roller,
 - CCD products
 - Workstation: 03 years back-to-back to FTS
 - Monitor: 03 years back-to-back to FTS
 - Desktop: 01 year onsite (part & labor)
 - Laptop: 01 year carried-in (part only)
 - Palm secure: 01 year
 - Printer: 01 year except consumables part as pick roller, brake roller, paper, ink, and cutter.
 - Extended warranty or higher-level warranty package, HDD retention, etc. : upon request
- 2.4. Warranty coverage:
 - 2.4.1. Only for the equipment that has technical malfunctioning or the manufacturer's fault and still in its warranty period.
 - 2.4.2. Only if able to present the original invoice or original delivery note. Therefore, always keep invoice and delivery note together with the warranty documents.

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- 2.4.3. The warranty covers spare part replacement and labor cost to rectify the defects which occur in the respective warranty period.
- 2.4.4. For cases which part replacement is required, warranty processing time will be depending on stock availability.
- 2.4.5. Warranty in case of product after upgrade is only eligible if product is upgraded using certified part from Fujitsu and upgrade job is approved and authorized by Fujitsu.
- 2.4.6. Defective parts shall be replaced with new or as good as new parts where there are material and/or processing faults. The defective parts removed from a product as part of a warranty process shall become the property of FVL.
- 2.5. Service availabilities: Monday to Friday, 8:00 – 17:00, except Saturday, Sunday and Public Holidays. Helpdesk by phone available 24/7; onsite service coverage depending on Warranty level or upon contracted.
- 2.6. Onsite service for system or hardware troubleshooting if specially required by Customer. Additional cost for onsite support service will be charge to customer account using FVL current pricing menu depending on locations, SLA, response time, etc. Prior written agreement between Parties on the extra onsite support fee need to be obtain before any actual service can be carried out.

3. Warranty exclusion

Warranty service excludes:

- 3.1. Correction of errors or defects caused by:
 - 3.1.1. Operation in a manner other than that specified by Fujitsu in associate documents or manual or user guide.
 - 3.1.2. Unauthorized usage, modification, revision, variation, translation, alteration or intervention to the Equipment
- 3.2. Furnishing or warranty of accessories, attachments, supplies, consumables or associated items, whether or not manufactured or distributed by the Fujitsu
- 3.3. Repair of defects or errors resulting from causes beyond the reasonable control of the Customer and/or FVL such as force major;
- 3.4. Repair of defects resulting from failure of electrical power, air conditioning, humidity control or environmental conditions;
- 3.5. Any failure caused by re-arrangement of device's components without agreement and supervision of Fujitsu certified engineers
- 3.6. The warranty does not include the restoration of customer data or any software installed in the machine. FVL will not take responsibilities for data backup or lost data including application and Operating System software.


4. Warranty locations

FVL offices:

- 4.1. Hanoi office: Unit 01-03, 17th Floor, Keangnam Hanoi Landmark Tower, Lot E6, Cau Giay new urban area, Me Tri ward, Nam Tu Liem district, Hanoi.
- 4.2. HCM office: Unit 9th Saigon Finance Center, No 9 Dinh Tien Hoang, District 1, Hochiminh City.

Support center number contact:

(+84-24) 22203119
 (+84) 904980505
 (+84-24) 22203113 Ext 166 or 142
 Email: supportcenter.vn@fujitsu.com


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**FVL's ASP service centers (subject to change with advanced notification)
For FPP Products (Servers, Storage)**


- 4.3. Ha Noi center: Tang 5, Phong 501, 62 Yen Phu, Phuong Nguyen Trung Truc, Quan Ba Dinh, Ha Noi, Viet Nam
- 4.4. Ho Chi Minh center: 332/132F33 Duong Quang Ham Phuong 5, Quan Go Vap, Tp.HCM, Viet Nam
- 4.5. Da Nang center: K454/10 Nguyen Tri Phuong, Phuong Hoa Thuan Tay, Quan Hai Chau, Thanh pho Da Nang, Viet Nam
- 4.6. Can Tho center: So 65/16 Vo Truong Toan, Phuong An Hoa, Quan Ninh Kieu, Thanh Pho Can Tho, Viet Nam
- 4.7. Dong Nai center: 03 Hung Dao Vuong, P. Trung Dung, Tp. Bien Hoa, Dong Nai, Viet Nam
- 4.8. Vung Tau center: 05 Le Thi Rieng, Phuong Thang Nhi, TP.Vung Tau
- 4.9. An Giang center: 34H To Hien Thanh , TP Long Xuyen Tinh An Giang
- 4.10. Binh Duong center: So 55 Duong N13, Khu dan cu Phu Hoa 01, phuong Phu Hoa, TP Thu Dau Mot, tinh Binh Duong
- 4.11. Tien Giang center: 206 Duong Nguyen Thi Thap F10, TP My Tho, Tinh Tien Giang
- 4.12. Kien Giang center: 66 Nguyen Van Troi, Phuong Vinh Thanh Van –Thanh Pho Rach Gia Kien Giang
- 4.13. Da Lat center: 65C Nguyen Cong Tru, phuong 8, thanh pho Da Lat, Lam Dong
- 4.14. Ca Mau center: 12A Nguyen Du, P5, TP. Ca Mau
- 4.15. Tay Ninh center: 27 Duong Pasteur KP3 – Phuong 2 TP Tay Ninh
- 4.16. Soc Trang center: So 367 Le Duan Khom 3 Phuong 9 TP Soc Trang
- 4.17. Binh Thuan center: F67 Duong Hoang Bich Son, KDC Hung Vuong 2, Giai Doan 2A, P.Phu Thuy, TP Phan Thiet, Tinh Binh Thuan
- 4.18. Khanh Hoa center: Tang 8, Toa nha Nha Trang City, 42 Le Thanh Phuong, Phuong Phuong Sai, Thanh pho Nha Trang, Tinh Khanh Hoa, Viet Nam
- 4.19. Gia Lai center: 57 Quang Trung, Phuong Tay Son, Thanh pho Pleiku, Tinh Gia Lai, Viet
- 4.20. Quang Ngai center: so 333 Tran Hung Dao, Phuong Tran Phu, Thanh pho Quang Ngai, Tinh

For CCD Products (PC, Laptop, Workstation) and Scanners

- 4.21. Ha Noi center: So 2 Ngo 479, Hoang Quoc Viet, phuong Nghia Tan, quan Cau Giay, Ha Noi
- 4.22. Ha Noi center: Floor 5, Room 501, 62 Yen Phu Street, Nguyen Trung Truc Ward, Ba Dinh District, Ha Noi, Viet Nam
- 4.23. Phu Tho center: So 2987 Dai lo Hung Vuong, phuong Van Co, thanh pho Viet Tri, tinh Phu Tho
- 4.24. Vinh Phuc center: So 116 Ton Duc Thang, phuong Khai Quang, thanh pho Vinh Yen, Vinh Phuc
- 4.25. Thanh Hoa center: So 33 Ngo Quyen, phuong Dien Bien, thanh pho Thanh Hoa, tinh Thanh Hoa

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- 4.26. Hung Yen center: So 533 Nguyen Van Linh, thi tran Ban Yen Nhan, thi xa My Hao, huyen My Hao, tinh Hung Yen
- 4.27. Hai Duong center: 323 Thanh Nien, phuong Hai Tan, thanh pho Hai Duong
- 4.28. Bac Giang center: 140 Le Lai, Phuong Hoang Van Thu, Thanh pho Bac Giang, Tinh Bac Giang
- 4.29. Hai Phong center: Phong 301, tang 3, 275 Lach Tray, Phuong Dang Giang, Quan Ngo Quyen, Thanh pho Hai Phong, Viet Nam
- 4.30. Nghe An center: Tang 02, toa nha Hue Loc, so 146 duong Nguyen Sy Sach, Phuong Hung Phuc, Thanh pho Vinh, Tinh Nghe An, Viet Nam
- 4.31. Da Nang center: So 202 Be Van Dan, phuong Hoa Khe, quan Thanh Khe, thanh pho Da Nang
- 4.32. Da Nang center: K454/10 Nguyen Tri Phuong, Phuong Hoa Thuan Tay, Quan Hai Chau, Thanh pho Da Nang, Viet Nam.
- 4.33. Quang Ngai center: so 333 Tran Hung Dao, Phuong Tran Phu, Thanh pho Quang Ngai, Tinh Quang Ngai, Viet Nam
- 4.34. Ho Chi Minh center: H24 Chung cu Melody Au Co, phuong Tan Son Nhi, quan Tan Phu, thanh pho Ho Chi Minh
- 4.35. Ho Chi Minh center: 332/132F33 Duong Quang Ham Phuong 5, Quan Go Vap, Tp.HCM, Viet Nam
- 4.36. Can Tho center: 65/16 Vo Truong Toan Street, An Hoa Ward, Ninh Kieu District, Can Tho City, Viet Nam
- 4.37. Can Tho center: So 30A Tran Quang Khai, phuong Cai Khe, quan Ninh Kieu, thanh pho Can Tho
- 4.38. Vung Tau center: 05 Le Thi Rieng, Phuong Thang Nhi, TP.Vung Tau
- 4.39. Dong Nai center: 47 Nguyen Van Hoa KP2 , Phuong Thong Nhat Thanh Pho Bien Hoa Tinh Dong Nai
- 4.40. Dong Nai center: 03 Hung Dao Vuong, P. Trung Dung, Tp. Bien Hoa, Dong Nai, Viet Nam
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- 4.45. Lam Dong center: 65C Nguyen Cong Tru, phuong 8, thanh pho Da Lat
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- 4.48. Soc Trang center: So 367 Le Duan Khom 3 Phuong 9 TP Soc Trang
- 4.49. Binh Thuan center: F67 Duong Hoang Bich Son, KDC Hung Vuong 2, Giai Doan 2A, P.Phu Thuy, TP Phan Thiet, Tinh Binh Thuan
- 4.50. Nha Trang center: Tang 8, Toa nha Nha Trang City, 42 Le Thanh Phuong, Phuong Phuong Sai, Thanh pho Nha Trang, Tinh Khanh Hoa, Viet Nam
- 4.51. Gia Lai center: 57 Quang Trung, Phuong Tay Son, Thanh pho Pleiku, Tinh Gia Lai, Viet Nam

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5. Required information for warranty claim

- Name, Address, and telephone number
- The Device's model and The serial number
- Date & Place of purchase
- Original invoice or original Delivery note
- Brief description of the problem
- Issue log (upon request and available)

Procedures to collect log files and contact Support center: please refer to bellow document
Vietnamese version

<https://cloud.fujitsu-vn.com.vn/s/RCfxwDNjoyncWQ3>

English version

<https://cloud.fujitsu-vn.com.vn/s/QXby3XYP2LSrJTX>