

InfraCare PRIMERGY Server Warranty Information

Thank you and congratulations on buying a Fujitsu Primergy Server. This document will explain the standard Fujitsu InfraCare server product warranty.

InfraCare warranty procedure:

Fujitsu will provide customers, for the duration of the warranty period, a warranty for each server and its component parts, from the date of delivery of the product to its customer.

Fujitsu PRIMERGY servers are covered by a comprehensive 3-year on-site warranty including both parts and labour. Fujitsu will repair or replace any defect in material or workmanship in PRIMERGY product provided by Fujitsu Australia Limited, New Zealand Limited or one of their authorised representatives.

All PRIMERGY servers must be registered for warranty with Fujitsu within 7 days of product installation via the Server Warranty Registration Form (see attached). Registration is also required for any Warranty Uplift services within 30 days of installation.

Calls for warranty service can be logged with Fujitsu's Customer Contact Group (Australia) or the Contact Centre (New Zealand) - refer over page on **How to log a warranty call**.

Please refer to page 3 of this document for a copy of the Fujitsu PRIMERGY server Warranty Terms and Conditions.

On-site warranty service:

Using a combination of Fujitsu Field Service engineers and Fujitsu Authorised Service Agents (ASA) within the main metropolitan centres and also in outlying regional centres (non-metro), Fujitsu can offer customers a complete, nationwide end-to-end on-site service delivery.

Fujitsu's standard and uplift on-site warranty includes the cost of labour, travel and spare parts, provided that the server product is located within 50kms (by road) of a Fujitsu Customer Support Centre. If the product is not located within the 50km radius, a travel charge will be incurred based on the standard Fujitsu Customer Support rates applicable at the time of the service call.

On-site warranty service response will be provided on a 'next business day' basis, 9.00am to 5.00pm (EST) Monday through to Friday (excluding Public Holidays in New South Wales, Australia or New Zealand, as applicable) ("standard hours"). 'Next business day' means within the standard hours on the next business day following the logging of a warranty call before 1.00pm on the previous business day. On-site service response refers to an on-site visit by a technician if required.

Warranty uplifts:

Upgrades to standard warranty service can be arranged and purchased for PRIMERGY server systems. Business hours may be extended from standard 8x5 to 12x5 or 24x7 and response time may be reduced from next business day to 4 hours or 2 hours.

Service calls received outside of the standard hours will be responded to within the agreed Warranty Uplift Service Level. Should a call be placed nearer to close of uplift standard hours, the response time could extend into the next working day.

Other levels of maintenance service can be delivered by specific contract with Fujitsu Services.

How to log a warranty call:

Warranty service claims are to be made through an Authorised Service Agent (ASA). Warranty calls can be logged with Fujitsu Services on:

Customer Contact Group **Australia Toll Free:** 1800 808 986 (24hours/7 days a week)

Contact Centre **New Zealand Toll Free:** 0800 803 333 (24hours/7 days a week)

You will be requested to provide the following information:

- Customer Number (obtained via letter sent from Fujitsu confirming warranty registration)
- Name and address
- Contact telephone number
- Location of equipment
- Date of purchase of the equipment
- Product and serial number
- Model, specification and configuration information
- Brief description of the problem (short clear description)

Warranty Uplift customers will also need to provide the following:

- Warranty uplift service level
- Warranty uplift expiry

An engineer will be allocated and paged and the equipment repaired on-site.

Warranty Terms and Conditions:

- Fujitsu does not, as part of this warranty, cover third party software or documentation (e.g Microsoft NT, Netware, Unix).
- In the event of a system failure, Fujitsu will not be responsible for providing or re-loading software, except where offered as an optional service.
- Warranty does not cover repair of a system where a security feature has been activated and the password(s) can not be provided.
- The customer must provide proof of purchase when making warranty claims against the Fujitsu warranty.
- Replacement parts provided by Fujitsu during warranty service shall either be new or equivalent to new in performance. All replaced parts shall become the property of Fujitsu.
- The Fujitsu warranty will be treated as invalid if the equipment has been damaged or rendered defective as a result of:-
 - accident, misuse or abuse
 - any form of service or interference by anyone other than Fujitsu or a Fujitsu Authorised Service Agent.
 - modification to the hardware and/or software sold by Fujitsu to the purchaser without the written permission of Fujitsu, and
 - the use of parts not manufactured or sold by Fujitsu.
- Fujitsu does not, and will not, provide warranty on any non approved Fujitsu products, either hardware or software, which are not Fujitsu approved products installed by either Fujitsu or a Fujitsu Authorised Service Agent.
- If Fujitsu determines that the equipment is not defective within the terms of the warranty, the customer will pay Fujitsu all costs of handling, transportation, travel, labour and repairs at Fujitsu's then prevailing rates.

Other than as stated in this warranty, and apart from any warranty or condition implied by law and which cannot be excluded, all conditions and warranties are excluded to the full extent allowed by law.

These warranty provisions are subject to any statutory provisions mandatorily imposed by any consumer protection or manufacturers warranties legislation. To the extent Fujitsu is entitled to do so, Fujitsu's liability will be limited at its option to the replacement of a product, the supply of an equivalent product or the repair of a product, or the payment of the cost of doing any of those things.

Privacy rights (Australian customers)

The Privacy Act allows you to access personal information about you held by Fujitsu Australia Limited (ABN 19 001 011 427) ("Fujitsu") and tell Fujitsu if you think any of that information is not accurate, complete or up-to-date. The "Fujitsu Australia Limited Privacy Policy" sets out Fujitsu's policies regarding how it manages personal information. If you wish to arrange access to personal information about you held by Fujitsu, or you to request a copy of the Fujitsu Australia Limited Privacy Policy, please write to: Privacy Officer, Legal Department, Fujitsu Australia Limited, 2 Julius Avenue, North Ryde, NSW 2113. Alternatively, visit Fujitsu's web site at "<http://au.fujitsu.com/>" for the Fujitsu Australia Limited Privacy Policy.

The personal information we ask you for in connection with the provision of warranty services is required to set up a database of contacts and their support levels selected.

If you do not provide any of the personal information we have asked for, Fujitsu may not be able to provide warranty support due to an inability to confirm your level of support selected, or to make contact with you promptly.



All Fujitsu PRIMERGY Server Systems sold **must** be registered for warranty by completion and return of this form within **seven (7) days** of installation to:

ATTENTION: Server Warranty
 PSG/FPG Customer Service Centre - Attn: Leo Carroll
ADDRESS: 2 Julius Avenue
 North Ryde NSW 2113

WARRANTY UPLIFT DETAILS

Product Code	Uplift Description	PO Number (if applicable)

If you have not already purchased your warranty uplift and would like to do so, please send your purchase order with this form for processing

NON-FUJITSU EQUIPMENT

Product Code	Product Description

Warranty service is provided in accordance with Fujitsu's InfraCare PRIMERGY Server Warranty Information procedure supplied with your PRIMERGY product. Fujitsu does not support the above items under warranty. For hardware maintenance on non-Fujitsu equipment please call Fujitsu's Service Line on Freecall 1800 555 508 (Australia ONLY). Please refer to Fujitsu's InfraCare PRIMERGY Server Warranty Information for your Privacy rights.

COMMENTS

FUJITSU INTERNAL USE ONLY	
Customer Number:	
Authorisation:	Date:

NEW ZEALAND ONLY

All Fujitsu PRIMERGY Server Systems sold **must** be registered for warranty by completion and return of this form within **seven (7) days** of installation to:

ATTENTION: Fujitsu Contact Centre Field Services Team - Attn: Daryl Cowden
ADDRESS: Caltex Towers
141 The Terrace
PO BOX 3547
Wellington NZ



WARRANTY UPLIFT DETAILS

Product Code	Uplift Description	PO Number (if applicable)

If you have not already purchased your warranty uplift and would like to do so, please send your purchase order with this form for processing

NON-FUJITSU EQUIPMENT

Product Code	Product Description

Warranty service is provided in accordance with Fujitsu's InfraCare PRIMERGY Server Warranty Information procedure supplied with your PRIMERGY product. Fujitsu does not support the above items under warranty. For hardware maintenance on non-Fujitsu equipment please call Fujitsu's Service Line on Freecall 0800 803 333 (New Zealand ONLY).

COMMENTS

--

FUJITSU INTERNAL USE ONLY	
Customer Number:	
Authorisation:	Date: