

Fact Sheet

Warranty offerings for Fujitsu FUTRO Thin Clients

Fujitsu has provided Excellent Service and Support to some of the world's largest and most successful corporations. With two Excellent Service and Support Warranty and Post Warranty options to meet the most demanding IT environments to those with minimal support requirements – Fujitsu Technical Field Engineers and the Fujitsu Global Support Center stand ready to assist.

Excellent service and support for FUTRO® Thin Clients

Fujitsu core competencies in world class service and support have evolved from mission-critical data center business systems to encompassing the entire enterprise, including distributed computing environments.

Standard Warranty Service commitment for FUTRO Thin Clients in North America

Standard Warranty Service is provided with every FUTRO product and is intended for customers with minimal support needs. It consists of repairs, replacements and adjustments in North America, as deemed necessary to maintain equipment in compliance with applicable specifications under normal use and operating conditions. The warranty period, hardware and software, telephone assistance, return for repair response times and additional program features are described in the Service Program Offerings matrix.

Standard Warranty Service - Express7

Standard Warranty Service - Express7 provides support to those customers with less stringent support needs. Phone coverage is available 9am to 5pm, Monday thru Friday during the standard work week. When additional support is required and your product is eligible for warranty service, you will be issued a return authorization number and given shipping instructions. Postage, insurance and shipping costs incurred in returning your product to Fujitsu are the customer's responsibility. Fujitsu is not responsible for any loss or damage to the product until it is received by Fujitsu or for any accessories or missing parts. Fujitsu will determine in their reasonable judgment, if the product is received

intact at the time of receipt. A product returned for warranty service must be shipped complete (except for any manuals and software disks bundled with the product) in its original packing material or equivalent so as not to be damaged while in transit. Fujitsu warranty obligations only arise upon receipt of the defective product at its designated warranty service center. Our expert warranty service center technical engineers will diagnose and repair your product within 7 days upon receipt at depot. Fujitsu will return repaired equipment to the customer at Fujitsu's expense.

Uplifted Warranty Service - Express3

Standard Warranty Service - Express7 may be uplifted during the warranty period to Express3. Uplifted Warranty Service – Express3 provides support to those customers with more stringent support needs. Phone coverage is available 9am to 5pm, Monday thru Friday during the standard work week. When additional support is required and your product is eligible for warranty service, you will be issued a return authorization number and given shipping instructions. Postage, insurance and shipping costs incurred in returning your product to Fujitsu are the customer's responsibility. Fujitsu is not responsible for any loss or damage to the product until it is received by Fujitsu or for any accessories or missing parts. Fujitsu will determine in their reasonable judgment, if the product is received intact at the time of receipt. A product returned for warranty service must be shipped complete (except for any manuals and software disks bundled with the product) in its original packing material or equivalent so as not to be damaged while in transit. Fujitsu warranty obligations only arise upon receipt of the defective product at its



designated warranty service center. Our expert warranty service center technical engineers will diagnose and repair your product within 3 days upon receipt at depot. Fujitsu will return repaired equipment to the customer at Fujitsu's expense.

Post Warranty Service

Post Warranty Express7 and Uplifted Post Warranty Express3 Service extends support for FUTRO Thin Clients beyond the warranty period. To extend Service and Support beyond the warranty period, contact your reseller, Fujitsu Service Delivery Manager or click go_enterprise@us.fujitsu.com.

Disk drives, Flash devices and Non-volatile RAM card warranty or service replacement

Fujitsu will replace non-functioning disk drives, flash devices and non-volatile RAM cards which are defective or fail during the system warranty period or during any customer contracted post warranty service period. However, non-functioning disk drives, flash devices and non-volatile RAM cards which have reached maximum write capacity or wear out threshold do not qualify for warranty or service replacement and must be replaced at customer expense (2).

Equipment Warranty Service statement

Equipment Warranty Service (“Warranty Service”) consists of repairs, replacements, and adjustments in the United States as are necessary to maintain Equipment in compliance with applicable specifications under normal use and operating conditions. If Customer has contracted for on-site Equipment Maintenance for the Equipment, then Warranty Service shall also be performed on-site. Otherwise, Warranty Service shall be performed at Fujitsu’s designated depot; and Customer shall, at its expense, deliver Equipment to such depot, properly packed and with a description of the issue to be resolved, in reasonable detail. Upon receipt of Equipment, Fujitsu will evaluate the need for service. If Fujitsu determines the need for service is not covered by Warranty Service, Fujitsu shall promptly notify Customer to verify if Customer desires Fujitsu to perform the repairs. If Customer does not desire Fujitsu to perform non-warranty repairs, Fujitsu will return the unrepaired Equipment to Customer at Customer’s expense. Fujitsu shall return repaired Equipment to Customer at Fujitsu’s expense. Customer assumes the risk of loss of and damage to Equipment while in transit. To facilitate on-site Warranty Service, Customer must promptly notify Fujitsu in writing of any changes in site location of Equipment under warranty.

SERVICES PROGRAM MATRIX

	2-Year Warranty			
	FUTRO L series	FUTRO S series	FUTRO X series	FUTRO Z series
Product warranty	L420 L620	S520, S540 S700, S720 S740, S900 S920, S940	X913, X913-T X923, X923-T	Z220
90 day media replacement	X	X	X	X
Phone Support 9am - 5pm Local Site Time Mon-Fri, except holidays	X	X	X	X
Return for Repair (5)	X	X	X	X

Service program offerings	Warranty	Uplift and Post Warranty Support		
	Return for Repair Express7	Warranty Uplift to Return for Repair Express3	Post Warranty Return for Repair Express7	Warranty Uplift to Return for Repair Express3
Support features				
Telephone assistance hours				
9a x 5p Local Site Time Mon-Fri, except holidays	X	X	X	X
Service levels				
Express7				
7 Business Day Repair	X		X	
Express3				
3 Business Day repair		X		X

Notes:

- For certain products the Fujitsu Global Support Center may identify components that the customer would be required to replace with remote support guidance. Return of the replaced component is the responsibility of the customer.
- The warranty coverage for some components/consumables such as disk drives, flash devices, non-volatile RAM cards and batteries may differ from the warranty coverage for the product with which you purchased the component. Please note that some components may be covered by separate warranty terms.
- Software Version Upgrades (e.g., Version 1.x to 2.x, etc.) may require an additional license fee. Software Installation is a fee based service.
- Driver and Firmware updates are available from our secure download site at: <https://download.computers.us.fujitsu.com/>. Driver and firmware updates are Customer Installable. Installation is the responsibility of the customer. Fujitsu may be contracted to perform driver and firmware updates for an additional charge.
- Fujitsu America, Inc. offers Purchaser a Return to Depot service for the applicable Warranty Period which includes repair of all defects in materials and workmanship (i.e., labor and parts therefore); provided that the fault has occurred under the normal operation of the Products detailed in the User’s Guide. Parts removed from a Product during Warranty Service will become the property of Fujitsu America, Inc. Fujitsu America, Inc. spare parts used during Warranty Service assume the remaining warranty coverage of the Product they are used on or the 90 day replacement part warranty, whichever is longer. The Product shall be considered as repaired when it fulfills tests performed according to the original Product specifications.

About Fujitsu Americas

Fujitsu America, Inc. is the parent and/or management company of a group of Fujitsu-owned companies operating in North, Central and South America and Caribbean, dedicated to delivering the full range of Fujitsu products, solutions and services in ICT to our customers in the Western Hemisphere. These companies are collectively referred to as Fujitsu Americas. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies. For more information, please visit: <http://solutions.us.fujitsu.com/> and <http://twitter.com/fujitsuamerica>.

Digital Transformation

New digital technology is becoming incorporated into the heart of business and society. Digital is not a single technology, rather a set of connected technologies such as cloud, mobile, Internet of Things (IoT), analytics, Artificial Intelligence (AI) and supporting security technologies.

Digital technology can radically transform how the world works. For instance, a manufacturer can leverage a connected, digitalized production line to gain a real time view of its operations, and make changes more quickly, transforming its efficiency.

Connectivity greatly reduces transaction costs, and therefore improves the bottom line. Digital technology fundamentally changes an organization, how it operates

and how it creates value. Digital transformation is metamorphosis. A core change, not a cosmetic change or an extension. A reconfiguring of a business to provide higher value products or services.

Digital technology has grown through four major waves of development. The first wave, the internet, made computing technology available to all, and was the first platform for digital services. The mobile internet followed by making digital services accessible anywhere.

Find out more at:
<http://www.fujitsu.com/us/vision/digitaltransformation/>

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Fujitsu Green Policy Innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:
www.fujitsu.com/global/about/environment/



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