

Fact Sheet

Warranty offerings for Fujitsu ESPRIMO Desktops

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 ESPRIMO Desktops

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 ESPRIMO in North America

Standard Warranty Service is provided with every ESPRIMO 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/response times, onsite coverage hours/response times and additional program features are described in the Service Program Offerings matrix.

Uplifted Basic Service level during the warranty period

Standard Warranty Service may be uplifted during the warranty period. The Next Business Day onsite response time goal is also supported throughout the world and available in defined service areas encompassing major metropolitan areas.

Uplifted Basic Warranty Service

Uplifted Basic Warranty Service meets the needs of customers that require onsite support coverage during the standard Monday thru Friday business

week. Support for this service is offered from 12 x 5, Mon-Fri local time (except holidays) including live telephone support. Parts and onsite response time goals are next business day.

Post Warranty Service

Post Warranty Standard Service and Uplifted Post Warranty Service extends support for ESPRIMO Desktops 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 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 (3).



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

	3-Year Warranty							
	ESPRIMO A series	ESPRIMO C series	ESPRIMO D series	ESPRIMO E series	ESPRIMO K series	ESPRIMO P series	ESPRIMO Q series	ESPRIMO X series
Product warranty	A525-L	C710 C720 C910-L	D556, D556/2 D556/E94+PCC D558-T, D588-T D756, D757 D956, D956/LL D957, D958 D958-T	E430, E420/D E510, E520 E710, E720 E910, E920	K557/20 K557/24	P420, P510 P520, P521, P556, P556/2 P557, P710 P720, P756 P757, P910 P910-L, P920 P956, P956/LL P957	Q510, Q520 Q556, Q556/2 Q556/2/D Q556/D, Q910 Q920, Q920/MRE Q956, Q956/MRE Q957, Q957/MRE	X913 X913-T X923 X923-T X956 X956-T
90 day media replacement	X	X	X	X	X	X	X	X
Phone support 9am-5pm, site local time, Mon-Fri, except holidays	X	X	X	X	X	X	X	X
Onsite support (1)	X	X	X	X	X	X	X	X

Service program offerings	Standard Warranty	Uplift and Post Warranty Support		
		Warranty Uplift to Basic	Post Warranty Standard	Post Warranty Basic
Support features				
Telephone assistance hours				
9a x 5p Local Site Time, Mon-Fri, except holidays	X		X	
12 x 5 Local Site Time, Mon-Fri, except holidays		X		X
Onsite coverage hours (1)				
9a x 5p		X		X
Onsite response Target (1,2)				
NBD		X		X

Notes:

1. Service Levels are subject to geographic availability and may not be available in all areas.
2. Where applicable, onsite response target is based on remote problem determination and Field Engineer Dispatch within the contracted onsite coverage hours. Onsite coverage applies to hardware support only. Software is supported remotely by the Fujitsu Global Support Center.
3. 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.
4. 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.
5. 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.

About Fujitsu Americas

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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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