

# Fact Sheet

## Warranty offerings for Fujitsu PRIMERGY servers

Fujitsu has provided excellent Service and Support to some of the world's largest and most successful corporations. With 4 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 PRIMERGY® servers

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 PRIMERGY in North America

Standard Warranty Service is provided with every PRIMERGY 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 Premium and Enhanced-Plus Service levels during the warranty period

Premium and Enhanced-Plus Services may be uplifted during the warranty period. These Uplifted Warranty options have 2 and 4 hour onsite response times. The Fujitsu Global Service Center is available 24 hours a day, 7 days a week and 365 days a year to respond with reliable parts and live telephone expertise to quickly restore your environment. The 4 hour onsite response time goal is also supported throughout the world and available in defined service areas encompassing major metropolitan areas.

### Enhanced Warranty Service

Enhanced Warranty Service meets the needs of customers that require an expanded window of onsite support coverage during standard Monday thru Friday business week. Support for this service is offered from 8am to 8pm local time (except holidays) including live telephone support 24 hours a day, 7 days a week and 365 days a year.

### Basic Warranty Service

Basic Warranty Service provides support to those customers with less stringent support needs. Phone coverage is available 8am to 8pm, Monday thru Friday during the standard work week. Onsite support is offered from 8am to 5pm local time (except holidays). Parts and onsite response time goals are next business day.

### Post Warranty Service

Post Warranty Service extends support for PRIMERGY servers beyond the warranty period. All Warranty Service Levels are offered, excluding standard warranty. To extend Service and Support beyond the warranty period, contact your reseller, Fujitsu Service Delivery Manager or click [go\\_enterprise@us.fujitsu.com](mailto:go_enterprise@us.fujitsu.com).

### Remote Implementation Service

Remote Implementation Service is fee-based and offered on Entry Level PRIMERGY servers. Customer Administrators are provided remote access to PRIMERGY experts ready to provide guidance through the implementation process.

### Remote Support Tool

The Fujitsu Remote Support Tool captures machine status and error information. Data is



then securely transmitted via the Internet to a central location and made immediately available to PRIMERGY support engineers to take action. The basic Remote Support Tool is bundled with the product and included at no additional cost for Enhanced Plus and Premium service levels.

### Hardware Installation service

Hardware Installation is a fee based service that provides basic installation for PRIMERGY servers.

### 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 (6).

**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**

	1-Year		3-Year			
	Towers	Racks	Towers	Racks	Blades	Server Nodes and Enclosure
<b>Product warranty</b>	TX1310 TX1320 TX1330	RX1330	TX2540 TX2550 TX2560	RX2510, RX2520, RX2530, RX2540, RX2560, RX4770	BX400, BX900, BX2560, BX2580	CX400 CX2550 CX2560 CX2570
<b>90 day media replacement</b>	X	X	X	X	X	X
<b>Phone support 8am-5pm, site local time, Mon-Fri, except holidays</b>	X	X	X	X	X	X
<b>Onsite support</b>	X	X	X	X	X	X

Service program offerings	Standard Warranty	Uplift and Post Warranty Support			
		Basic	Enhanced	Enhanced Plus	Premium
<b>Support features</b>					
Telephone assistance hours					
24 x 7 x 365			X	X	X
12 x 5 Local Site Time, Mon-Fri, except Holidays		X			
8 x 5 Local Site Time, Mon-Fri, except Holidays	X				
<b>Onsite coverage hours (1)</b>					
24 x 7 x 365 (3)				X	X
12 x 5			X		
8 x 5	X	X			
<b>Onsite response Target (1,4)</b>					
2 Hour					X
4 Hour			X	X	
NBD		X			
<b>Spare Parts (5, 6)</b>					
Replaced by:	Customer / Fujitsu (scheduled)	Customer / Fujitsu	Customer / Fujitsu	Fujitsu	Fujitsu
<b>Fee-based support features</b>					
Installation (2,6)	X	X	X	X	X
Onsite spare parts				X	X
Professional services	X	X	X	X	X
Software Version Upgrades (7)	X	X	X	X	X
<b>Account support features</b>					
Driver and Firmware updates (8)	X	X	X	X	X

**Notes:**

1. Service Levels are subject to geographic availability and may not be available in all areas.
2. Certain entry-level PRIMERGY servers are Customer Installable. All other PRIMERGY servers require Fujitsu installation services.
3. 24x7x365 coverage period is the only coverage period that includes local holidays.
4. 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.
5. 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.
6. The warranty coverage for some components/consumables such as non-functioning 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.
7. 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.
8. 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

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>

### Fujitsu platform solutions

In addition to Fujitsu PRIMERGY servers, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

#### Dynamic Infrastructures

As a global IT infrastructure provider, Fujitsu offers a complete range of servers designed to fill any role in today's business. Whether your business requires affordable entry-level servers, compact and scalable blade systems, or advanced multiprocessor servers capable of handling the most demanding data center applications, the PRIMERGY® line delivers Intel® Architecture servers with the rock-solid reliability and industry-leading performance you need.

#### PRIMERGY Servers

[www.fujitsu.com/global/services/computing/](http://www.fujitsu.com/global/services/computing/)

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

#### Software

[www.fujitsu.com/software/](http://www.fujitsu.com/software/)

- Interstage: Application infrastructure software
- Systemwalker: System management software

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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/](http://www.fujitsu.com/global/about/environment/)



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