



## PRIMERGY CUSTOMER INFORMATION BULLETIN

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**Number/Revision:**

PY-CIB073-00

**Issue Date:**

October 02, 2021

**Title:**

Customer installed Non-Fujitsu DIMMs in PRIMERGY Servers

**Applies to:**

All PRIMERGY Rack, Tower, and Blade Models

**Effective Duration:**

Until further notice

**Summary:**

The use of non-Fujitsu memory DIMMs in PRIMERGY servers is allowed in situations where Fujitsu branded DIMMs are no longer available with the following restrictions:

- Non-Fujitsu memory DIMMs are not covered by hardware support contracts
- Customer is responsible for maintaining spare inventory or acquiring replacement DIMMs for failures
- Customer is responsible for replacing failed non-Fujitsu memory DIMMs

**Details:**

Memory DIMMs sold for use in the PRIMERGY servers have been tested and certified for use by Fujitsu to meeting specific system requirements. These DIMMs contain a unique Fujitsu signature that is readable by the system and identifiable to Fujitsu support personnel. Fujitsu recommends using Fujitsu sourced DIMMs if available.

Third party DIMMs with similar specifications will not have the Fujitsu signature even though they may work with the system. During POST, a non-Fujitsu DIMM will reflect a WARNING message to indicate this signature is missing. In the event that Fujitsu approved DIMMs are no longer available, the use of non-Fujitsu DIMMs can be used. Please see the below Service Policy for restrictions.

**Example messages:**

'DIMM-1H': Non Fujitsu Memory Module detected - Warranty restricted!

'DIMM-2G': Non Fujitsu Memory Module detected - Warranty restricted!

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### Service Policy:

- The new DIMMs must be the correct type (LRDIMM, RDIMM, etc) and speed for the system
- DIMM compatibility is not guaranteed by Fujitsu
- Any non-Fujitsu parts installed in Fujitsu supported systems are not included as part of Fujitsu maintenance or warranty programs
- Diagnostic and repair efforts associated with defective non-Fujitsu parts(s) is billable
- Non-Fujitsu replacement parts must be supplied by and replaced by the customer
- Hardware maintenance / warranty does not cover the non-Fujitsu DIMM
- In the event that Fujitsu Technical Support believes the 3<sup>rd</sup> party DIMMs are causing an issue, removal of the DIMMs may be requested to confirm this
- Repair of any system due to damage caused by installation of non-Fujitsu parts is billable
- All performance and reliability statements from Fujitsu pertain only to authentic Fujitsu components.
- The customer assumes all risks associated with using non-Fujitsu components in their systems.

### Revision History:

REVISION	DATE	CHANGE SUMMARY
00	October 02, 2021	Initial Release

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