

Build Peace of Mind: Intel® On-site Repair for Servers, backed by Intel

Help keep your server infrastructure running smoothly with an on-site repair service that draws on Intel expertise.



DID YOU KNOW?

Your distributor or reseller can provide a **NEW** on-site repair service backed by Intel.

Contact your distributor or reseller for details.

You need assurance that you can depend on the servers that power your company. This means you must have access to world-class support throughout the equipment life cycle, with expertise that resolves issues quickly to minimize downtime.

Along with high product quality, customers consistently report that they buy Intel® Server Products because of the service and support they receive.¹ With your distributor's or reseller's on-site repair offering, you instantly get a trusted vendor for fast, consistent, and easy-to-use repair services, when and where you need it.

- **Safeguard server uptime** with an on-site repair contract, which covers the system for three years.²
- **Tap into troubleshooting expertise** with trained technicians who can get in direct contact with Intel if needed, for added confidence with even the toughest issues.
- **Ensure simplicity in the repair process** when you need it most, relying on the trusted Intel name to resolve problems quickly.

On-site repair backed by Intel makes your distributor or reseller a “one-stop shop” for server products and support.

| | FEATURES | BENEFITS |
|--|--|--|
| | 24x7 phone ³ technical support | Count on repair resources backed by people at Intel, who know the hardware best |
| | Next business day ⁴ on-site replacement | Handle equipment replacements quickly and conveniently ⁵ |
| | World-class up-time assurance | Reduce the duration of business interruptions, lessening the impact from equipment outages |

Rely on Flexible, World-Class On-site Repair

On-site repair services are provided by a third party for Intel white-box servers. The contract provides coverage for three years. Intel helps diagnose the issue, and a third-party technician will replace the faulty hardware on-site.

Coverage for a Wide Variety of Intel® Server Systems

On-site repair is available for all current⁶ and future generations of Intel Server Systems and Intel® Modular Server Systems.

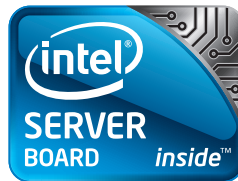
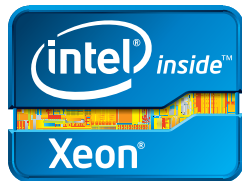
Part of the Comprehensive Support Backed by Intel

Intel support provides extensive resources to customers and on-site repair providers, who also have free access to the following online services:

- Download Intel® software, drivers, and utilities
- View tested third-party compatibility lists
- Retrieve technical specifications and other documentation
- Purchase spare parts online

With on-site repair, you can have increased confidence in the day-to-day operation of your server infrastructure. That's one less thing to worry about as you work to make your business thrive.

Contact your distributor or reseller today.



¹ Source: Survey data from resellers (MDC Feb. 2008).

² Only Intel® processors, Intel® Server Systems, Intel® Server Boards, Intel® RAID controllers, and Intel® server accessories ("Intel® products") and specific memory and hard drives listed on the On-site Repair Hardware Compatibility List will be supported under an On-site Repair Services Contract. Systems must be built using new components with original three-year manufacturer warranty. This service must be purchased at the same time as the hardware.

³ 24x7 phone technical support is available only to Intel® Channel members and is provided in English only. Intel recommends that you contact your reseller or distributor before contacting Intel. 24x5 phone technical support is available to non-Intel® Channel member customers and is provided in English only. Contact information can be found at the Contact Support website. (http://www.intel.com/p/en_US/support/contact/phone)

⁴ Next Business Day support option is available in all 50 states in the United States and select cities in Canada. Next Business Day 8–5 response is on-site response occurring Monday through Friday, 8:00 a.m. to 5:00 p.m. customer local time, excluding national holidays. If the reseller or end customer calls Intel before 5:00 p.m. Eastern Time, Intel will diagnose the specific hardware failure and respond on-site at the end-customer the next business day. If the diagnosis is made after 5 p.m. Eastern Time, the on-site appointment may be scheduled for two business days rather than one. "Response time" is calculated after the service provider determines the specific hardware component that needs replacement and dispatches a repair technician to the end-customer site.

⁵ Software/operating systems or system technical support, optimization or errata repairs are not included or supported by this service. Requests for support beyond hardware remedial services will be referred to the original reseller or integrator. Configuration and reintegration of the unit being serviced is the responsibility of the system owner. Low-level firmware and BIOS will be updated by the service technician only when required to complete POST. This service does not cover dead on arrival, Technical Advisory recommendations on replacement, cosmetic damages (e.g., scratches or dents), lost, stolen, incorrect or inadequate installation, intentional damage, recovery or transfer of data, or acts of God or nature.

⁶ Current generation products are based on Intel® 55xx Chipsets or Intel® 34xx Chipsets.

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