Intel® On-site Repair for Servers FAQ

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Section 1– General Questions & Answers

Q1: What is the Intel® On-site Repair for Servers program?
A1: Intel® On-site Repair for Servers is the official name for our on-site hardware repair service provided for Intel white-box servers. This service is available in all 50 states of the US and select cities in Canada with a response time no later than the next business day after the failing part has been identified. The contract will provide coverage for three years.

Q2: When and where will Intel® On-site Repair for Servers be available?
A2: The next business day option in all 50 states of the US launched in July 2011 and service is now also available select major cities in Canada.

Q3: What will Intel® On-site Repair for Servers cost?
A3: Please contact your Reseller for current pricing.

Q4: What options will be available?
A4: Currently, Next Business Day option is available in all 50 states of the US and select Canadian cities. Next Business Day is defined as service will commence by 3 pm local time the next business day after the request for service is received and the failed part has been identified.

Note: see Q9 for full details on response time commitment.

Q5: What products are covered?
A5: Current UP, DP and Intel® Modular Servers are covered.

Q6: What specific components are NOT covered?
A6: Components not covered by either service: keyboards, monitors, mice, graphics cards, RAID backup batteries, optical drives, plastics, sheet metal parts, non-electrical parts, OEM-specific parts or 3rd party add-in cards or chassis.

Q7: When will Intel® On-site Repair for Servers be available in geographies other than the United States and Canada?
A7: Plans to offer On-site Repair service in Europe is under evaluation.

Q8: When can the service be purchased?
A8: The Intel® On-site Repair for Servers service is purchased within 30 days of the hardware purchase.

Q9: When will a technician arrive for an On-site repair service request?
A9: "Next Business Day 8-5" response is on-site response occurring Monday through Friday, 8am to 5pm Eastern Standard Time, excluding national holidays. If the Reseller calls Intel before 5pm Eastern Standard Time, Intel will diagnose the specific hardware failure and respond on-site at the end-user the next business day. Calls received after 5pm Eastern Standard Time may result in an on-site appointment in two business days rather than the next business day.

Section 2 –Obtaining repair service

Q10: Who does the end-user contact to request Intel® On-site Repair for Servers on-site repair?
A10: The end-user should first contact their Reseller to ensure that the issue is related to EPSD hardware and is not a software or other issue. The Reseller would then contact Intel Customer Support to provide the serial number of the inoperative part and request on-site replacement.

Q11: When an Intel® On-site Repair for Servers repair request is made, how is eligibility verified?
A11: It will be verified against Intel's registration database. Once verified, Intel Customer Support will request on-site hardware repair service as appropriate.

Q12: Will the replacement product supplied by Intel be identical to original product purchased?
A12: Replacement parts will be of like or better specifications and may not match the original parts model number, brand or specifications. For example: a revision -502 baseboard may be replaced with a -501 or -601, depending on part availability. Replacement parts may be refurbished/remanufactured.

Q13: If the end-user replaces a server that has a Intel® On-site Repair for Servers contract within the three-year period and previous hardware is scrapped; can the remaining portion of the Intel® On-site Repair for Servers contract be transferred to a new EPSD server?
A13: No, the service contracts are non-transferable, like warranty is today.

Q14: What is not covered by the Intel® On-site Repair for Servers contract coverage?
A14: This service does not cover dead on arrival, Technical Advisory recommendations on replacement, cosmetic damages (scratches, dents, etc), lost, stolen, incorrect or inadequate installation, intentional damage, recovery or transfer of data, acts of God or nature.

Section 3 – Terminology

- **Intel® On-site Repair for Servers :** EPSD's service offering providing on-site hardware repair for EPSD server systems
- **End-user:** customer who purchases EPSD server board/systems from Reseller
- **ICS:** Intel Customer Support
- **Reseller:** System Builder, System Integrator, Reseller, Indirect Local OEM who purchases from an authorized distributor. [Note: may also include Direct Local OEMs who purchase directly from Intel]
- **HCL:** Hardware Compatibility List (tested HDDs & Memory and covered processors)

Section 4 – Details of what product components included

Note: the following list of components is meant for reference only. As product configurations change this list may be modified.

Power supplies
Power distribution boards
Front panels
I/O modules
Management modules
PCIe/PCI-X risers
Fans
Active/passive drive backplanes
Active/passive mid-planes
Bridge boards
Approved Memory*
Approved Hard Drives*
Processor

For example an Intel® Server System SR2600URLXR would include:
- Intel® Server Board S5520URR
- Second AXX750WPS
- All system fans
- Any supported PCIe/PCI-X riser
- Any supported drive backplane
- Any supported mid-plane
- Bridge board
- Power distribution board
- Front panel or optional Intel® Local Control Panel (with LCD)
- Optional AXX10GBIOMOD, ASS4GBIOMOD2, AXXSASIOMOD, AXXIBIOMOD, AXXGBIOMOD or AXXIBQDRIOMOD
- Optional ASR2500SIXDRV, ASR26XXFXDRV or ASR2500SATAPE
- Optional AXXRMM3
- Approved memory, hard drives (must appear on Hardware Compatibility List)
- Processor (must appear on Hardware Compatibility List)

Contact EPSD.Service.Coordinator@intel.com for more information