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Intel® Server Component Extended Warranty Program FAQ

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Section 1– General Questions & Answers

Q1: What is the Intel® Server Component Extended Warranty?
A1: Extended Warranty (EW) adds an optional additional two years to the standard product warranty for certain Intel products at an additional cost.

Q2: What products are covered?
A2: EPSD offers Extended Warranty on the following products:
1) New Intel® Server Main Boards
2) New Intel® Server Configured Systems
3) New Intel® RAID Controllers
4) New Intel® Modular Server System Chassis and Compute Modules
5) Subject to inventory and support confirmation, EPSD may offer EW on selected products released in 2009 or later (based on Tylersburg and Clarksdale chipsets, or later), including Intel® Modular Server. You MUST receive confirmation from EPSD that it can support older products.

Q3: Can you provide more details on Extended Warranty coverage for Configured Systems?
A3: As the name implies the purchase of an Extended Warranty for a configured system provides coverage of Intel Chassis and installed components including the Intel® Server Main Board, power supply, fans, plug in modules and backplanes etc. except Intel® RAID Controllers. RAID Extended Warranty must be purchase separately for each RAID controller.

If the customer upgrades the system with approved EPSD components (excluding RAID) Intel will include the component under the system Extended Warranty. The components must be registered and serial numbers recorded in the Intel database. Items not registered will not be covered. Eligibility dates are determined by the system serial number eligibility. For certain Intel products Intel may requires up to thirty (30) days from the date of registration of the applicable Product Key to stock repair inventory for the Intel Product.

For a current list of typical EPSD components list see Section 3 within this document.

Q4: How is system information on the specific board/system obtained?
A4: The system serial # information can be gathered with an automated software tool (EFI). The tool can be obtained here: http://downloadcenter.intel.com/Detail_Desc.aspx?agr=Y&DwnldID=20369.

Q5: What specific components are NOT covered?
A5: 3rd party add-in cards, memory, hard drives, Intel processors, keyboards, video, mice, graphics cards, RAID backup batteries, optical drives, plastics, sheet metal parts, non-electrical parts and OEM-specific parts are **not** covered by Extended Warranty.

Q6: How will it work when an end-user needs to have a hardware part replaced?
A6: The end-user should call their Reseller, who will help the customer diagnose the issue. If the Reseller determines that resolution requires a replacement part from Intel the Reseller should contact Intel Customer Support (ICS.) ICS will work with the Reseller to verify EW eligibility dates and will help with diagnosis. If determined to be a component issue covered under the Extended Warranty program Intel will send a replacement part. ICS will then process the warranty claim following normal procedures. If the Reseller is not available, the end user may contact Intel Customer Support for diagnosis and warranty claims processing.

Q7: What will Extended Warranty cost?
A7: Please contact your Reseller for current pricing.

Q8: Where is Extended Warranty currently offered?

A8: The program is available now in the Canada, European Union, South Africa, Switzerland and the United States through qualified and registered Distributors.

Q9: When can I purchase Extended Warranty?
A9: Intel® Server Component Extended Warranty must be purchased with the hardware.

Q10: Who does the end-user contact to make an Extended Warranty claim?
A10: The end-user should first contact their Reseller to ensure that the issue is related to EPSD hardware and is not software or other issue. The Reseller would then contact Intel Customer Support to provide the serial number of the inoperative part and request a replacement.

 Q11: How is Extended Warranty coverage verified?
A11: It will be verified against Intel's registration database. Once verified, Intel Customer Support will process shipment of a replacement part.

Q12: Will the replacement product supplied by Intel be identical to the original product purchased?
A12: Customers will get an equivalent replacement. Equivalent is defined as the same six-digit part number; however the dash three digit rev may be different. This implies that customers MAY not get the exact board as a replacement. The replacement part may be refurbished. This is a hardware-only service and we expect the customer to obtain the most recent version of the software as needed.

Q13: If the end-user replaces a server with an Extended Warranty within 5 year period and previous hardware is scrapped; can the remaining portion of EW be transferred to a new EPSD server?
A13: No, the warranty is non-transferable, like the existing warranty today.

Q14: If product is returned and credit issued on the product, will the corresponding purchased Extended Warranty also be credited or refunded?
A14: Yes, if the product and Extended Warranty are eligible for credit, a credit will be given to the Distributor at the same time for both the product and the Extended Warranty. Reseller and customer credits are managed by the Distributor and Reseller respectively.

Q15: If the product is returned for replacement under the standard warranty does this affect the Extended Warranty?
A15: No, the serial number of the replacement product is transferred and the replacement product will inherit the standard and Extended Warranty eligibility dates.

Section 2 – Terminology

- **End-user:** customer who purchases EPSD server board/systems from Reseller
- **Extended Warranty**: or EW, Extended Warranty adds an optional additional two years to the standard product warranty for an additional cost
- **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]

Section 3 – What components are included in a typical system?

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

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