

# About Rackable Systems Support

## Rackable Systems Support Coverage Options

Rackable Systems servers are backed by a range of warranty offerings with full telephone and online support. We offer a variety of customer support packages, and our Professional Services team is available to help with solutions outside traditional Support offerings in areas ranging from HVAC, power and network design to customer-specific operating system solutions.

### Three Year Hardware Warranty Support Coverage: (Included in Product):

- 8am to 5pm local (Monday-Friday) Help Desk Support via phone and email
- Warranty valid for three years from the date of shipment
- Hardware repair via the RMA (Return Material Authorization) process
- Access to Rackable Systems' Self-Service Web Portal
- Recommended for Data Centers with a Redundant Infrastructure and a Dedicated On-Site Support Staff that can diagnose and remedy hardware issues with minimal support
- 1 year extension service contract option available.

### Standard Warranty Plus Advance Replacement Component Coverage:

- 8am to 5pm local (Monday-Friday) Help Desk Support via phone and email
- Supplements Hardware repair via the RMA (Return Material Authorization) process
- Access to Rackable Systems' Self-Service Web Portal
- Recommended for Standard Warranty Customers Needing Replacement Components On-Site with the least possible delay or repair or replenishment.
- Especially Customers with more than 2 Disks per system
- Available in 1 year, 2 year, or 3 year service contract options

### Silver Support Coverage:

- 8am to 5pm local (Monday-Friday) Help Desk Support via phone and email
- Next Business Day on-site response After Diagnosis and Agreement
- Hardware repair program is available to customers via the Return Material Authorization (RMA) process, in addition to Advanced Replacement of components when necessary.
- Access to Rackable Systems' Self-Service Web Portal
- Recommended for Data Centers with a Dedicated Staff Remote from Data Center that can at least temporarily remedy situations with little external aid
- Available in 1 year, 2 year, or 3 year service contract options

### Gold Support Coverage:

- 24 x 7 x 365 Help Desk Support via phone and email
- Same day on-site response After Diagnosis and Agreement (Not available in all areas. Please call Support for available locations)

- Hardware repair program is available to customers via the Return Material Authorization (RMA) process, in addition to Advanced Replacement of components and systems when necessary.
- Access to Rackable Systems' Self-Service Web Portal
- Recommended for Data Centers with a Dedicated Staff Remote from Data Center that can at least temporarily remedy situations with little aid, and hold spare systems
- Available in 1 year, 2 year, or 3 year service contract options

### Platinum Support Coverage:

- 24 x 7 x 365 Help Desk Support via phone and email
- 4-hour on-site response After Diagnosis and Agreement (Not available in all areas. Please call Support for available locations)
- Hardware repair program is available to customers via the Return Material Authorization (RMA) process, in addition to Advanced Replacement of components and systems when necessary.
- Optional discounting program for on-site spares
- Access to Rackable Systems' Self-Service Web Portal
- Monthly Performance Review meetings included
- Recommended for Unattended Data Centers that provide services relied upon for Critical Functions, and hold Spare Systems
- Available in 1 year, 2 year, or 3 year service contract options

### SelectSite Support Coverage:

- Custom Options for Help Desk Support via phone and email
- Includes predetermined weekly scheduled data center visits to facilitate system replacements and/or parts exchanges
- Available in 1 year, 2 year, or 3 year service contract options
- Optional on-site repair or troubleshooting can be provided, as well as full-time dedicated onsite Staff or prescheduled service visits
- Optional discounting program for on-site spares
- Recommended for Very Large Scale Data Centers to expedite repairs through on-site facilitation and coordination of systems and/or parts exchanges
- Available in 1 year, 2 year, or 3 year service contract options

### Contact Rackable Systems Support:

#### Support Help Desk:

1-866-722-5230, or +1-408-240-8300, Option 4

Email: [Support@Rackable.com](mailto:Support@Rackable.com)

Web: <http://www.rackable.com/support/login.htm>



[www.rackable.com](http://www.rackable.com)