

About Rackable Systems Support

Standard (Three Year) Warranty Overview*

The Rackable Systems line of compute and storage servers is an ideal choice for large-scale cluster deployments, with a key advantage in the areas of manageability and **serviceability**. Rackable Systems products offer exceptional ease of use, with installation performed by Rackable Systems, the customer, or a partner backed by Rackable System's world class technical support team.

For requirements that may fall outside the standard support offerings, **Rackable System's Professional Services Group** can provide a full range of solutions to support deployment needs; from designing optimal HVAC, power and network layouts, to creating custom operating system images optimizing infrastructure investment.

Standard Three Year Warranty Overview:

- Rackable Systems Warranty Support for Rackable Systems Servers include a standard three-year system warranty, provided at no charge.
- Worldwide help desk support hours are available Monday through Friday, 8:00am to 5:00pm local, which include telephone and/or email support.
- Rackable Systems hardware repair program is available to customers via the Return Material Authorization (RMA) process.

Qualifications:

- Rackable Systems Warranty Support is valid for three years, beginning the date of shipment.
- Warranty support covers defects in material or workmanship in the computer hardware product.
- Coverage is only valid on the hardware components packaged with the original Rackable Systems product. Devices added after the shipment from Rackable Systems are not covered.
- Damage due to external causes, including accidents, abuse or misuse are not covered under this warranty program.
- One year extensions to the three-year warranty are available. Please contact your Rackable Systems Sales Representative.

Contact Rackable Systems Support:

Rackable Systems offers Customers a single number and single incident tracking database that offers Customers worldwide help desk coverage and in-country technical expertise.

• Support Help Desk:

1-866-722-5230, or +1-408-240-8300, Option 4
Email: Support@Rackable.com
Web: <http://www.rackable.com/support/login.htm>

• Return Material (RMA) Request:

1-866-722-5230, or +1-408-240-8300, Option 4
Email: RMA@Rackable.com
Web: <http://www.rackable.com/support/login.htm>

• Customer Service (General):

1-866-722-5230, or +1-408-240-8300, Option 4
Email: CustomerService@Rackable.com
Web: <http://www.rackable.com/support/login.htm>

For more comprehensive support, Rackable Systems offers three standard support packages – ranging from Silver to Gold to Platinum levels. For customers requiring tailored datacenter service solutions, Rackable Systems also offers SelectSiteSM and Professional Services. Each service offering is designed to meet specific service level requirements for Customers' changing business needs. For more information, contact Rackable Systems Customer Service at: CustomerService@Rackable.com.

*for systems purchased after July 1, 2007