

Intel® Server Component Extended Warranty Configuration Guide

A reference guide to assist customers in ordering extended warranty services



Revision 3.1

March 2019

Platform Collaboration and Systems Division

Revision History

Version	Date	Changes
1.0	October 2010	First release.
1.1	November 2010	Removed ordering details.
1.2-1.4	March 2011	Clarified Intel® Modular Server System definition. Added product codes that apply to each description.
1.5	June 2011	Added Intel® On-site Repair for Server products.
1.6	November 2011	Added new products to supported list.
1.7	March 2012	Added new products to supported list.
1.8	April 2012	Added new products to supported list.
1.9	October 2012	Added new services SKUs and product clarification to supported list.
2.0	Feb 2013	Major changes to products supported. Removed Intel® Onsite Repair.
2.1	June 2013	Added Storage and Premium RAID products
2.2	September 2013	Updated marketing collateral.
2.3	January 2014	Name change, updated SKUS offered, added new services/Phi
2.4	September 2014	Updated SKUS offered
2.5	January 2015	Updated SKUS, removed all EOL SKUS
2.6	August 2016	Updated SKUS, removed EOL SKUS
2.7	February 2017	Updated SKUS, removed EOL SKUS
2.8	March 2017	Updated SKUS, Removed Xeon Phi and multi-processor system/board SKU's.
2.9	February 2018	Updated description for Data Center Blocks and other system extended warranties.
3.0	February 2019	Updated Chassis SKUs for SVCEWHWSY
3.1	March 2019	Updated section 1.1 to include the 30 day disclaimer

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1. Intel® Server Component Extended Warranty Overview and Order Codes

1.1 Service Overview

Intel® Server Component Extended Warranty adds an additional two years to the standard three year product warranty. This is offered for Intel® Server Boards, Intel® RAID controllers, and Intel® Server Systems. This service is purchased like hardware, through a reseller/distributor, and serial number registration is required to activate. Contact: Warrantyadmin@intel.com for more information.

Note: Extended Warranty services must be purchased within 30 days of the purchase of a compatible system or product.

1.2 System Product Order Codes

Systems SKUs include the following components, where applicable:

- Main board
- Power supply/supplies
- Power distribution board(s)
- Front panel
- I/O modules
- Management modules
- Fan(s)
- Active/passive drive backplane(s)
- Bridge board(s)
- RAID Expanders (not RAID Controllers)

Note: The above components are supported regardless of whether they are integrated by Intel, the distributor, or the reseller.

Product Code MM#	Description	Minimum Order Quantity
SVCEWUPSY 911293	Two-year extended warranty for Intel® Server Systems or Intel® Server Chassis + Intel® Server Boards that support one processor. Intel® RAID controller extended warranty is purchased separately. <i>Does not include Processors, Memory, SSDs, or Networking devices.</i> Applies to: All single processor systems based on single socket motherboards.	1

<p>SVCEWDPSY 911295</p>	<p>Two-year extended warranty for Intel® Server Systems or Intel® Server Chassis + Intel® Server Boards that support two processors. Intel® RAID controller extended warranty is purchased separately.</p> <p><i>Note: This SKU does not apply to half-width systems. See SVCEWHWSY for both single and dual processor half width systems.</i></p> <p><i>Does not include Processors, Memory, SSDs, or Networking devices.</i></p> <p>Applies to: All dual processor systems based on dual socket motherboards.</p>	<p>1</p>
<p>SVCEWHWSY 923113</p>	<p>Two-year System extended warranty for the following Intel® Server Chassis AND up to 4 compatible compute modules:</p> <p>H2216XXKR2, H2216XXLR2, H2224XXKR2, H2224XXLR2, H2312XXKR2, H2312XXLR2, H2312XXKR3, H2224XXLR3, H2312XXLR3, H2204XXLRE</p> <p>Intel® RAID controller extended warranty is purchased separately.</p> <p><i>Does not include Processors, Memory, SSDs, or Networking devices.</i></p>	<p>1</p>
<p>SVCEWHPCSY 925444</p>	<p>Two-year extended warranty for Intel® Data Center Blocks for Configured to Order Systems. Includes ALL Server System and Intel® RAID components.</p> <p><i>Does not include Processors, Memory, SSDs, or Networking devices.</i></p>	<p>1</p>

Note: Extended Warranty services must be purchased within 30 days of the purchase of a compatible system or product.

1.3 Board Product Order Codes

Product Code MM#	Description	Minimum Order Quantity
SVCEWUPBD 911292	Two-year extended warranty for Intel® Server Boards that support one processor.	1
SVCEWDPBD 911294	Two-year extended warranty for Intel® Server Boards that support two processors.	1
SVCEWHWB 914905	Two-year extended warranty for Intel® Compute Modules.	1

1.4 Storage and RAID Product Order Codes

Product Code MM#	Description	Minimum Order Quantity
SVCEWRAID 911298	Two-year extended warranty for Intel® RAID controllers. RAID extended warranty is sold separately, but IS INCLUDED with HPC system coverage order code: SVCEWHPCSY	1
SVCEWSPR 924917	Two-year extended warranty for premium Intel® RAID controllers and storage systems .	1

Note: Extended Warranty services must be purchased within 30 days of the purchase of a compatible system or product.

24x7 phone technical support is available only to Intel® Technology partners 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® Technology partners and is provided in English only. Contact information can be found at the Contact Support website: <http://www.intel.com/content/www/us/en/support/contact-support.html>

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.

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