Intel® Data Center Blocks Warranty and Support

Data Center Blocks for HPC, Cloud and Business

Intel® Data Center Blocks make it easier to adopt, qualify and sell the latest Intel technology. These Intel-engineered, fully validated server blocks help reduce development complexity and cost while accelerating time to market with innovative solutions.

- **Fully Validated Server Blocks** save time and money1, freeing up resources to focus on value-add and competitive differentiation
- **Unbranded Systems** allow resellers to customize and brand to meet end-user requirements
- **Intel Quality & Reliability** with world-class integration, validation, certification, and support

Purchase with Confidence

Intel® Data Center Blocks (DCB) features multiple Intel technologies, pre-configured and sold as a single product. Parts or components within the DCB system is covered with different terms of warranty coverage, please refer to the Warranty Table below for a detailed list of coverage. If any DCB component fails during the standard warranty period, Intel at its option will:

- **REPLACE** the Field Replaceable Unit (FRU) which is a component, assembly or product that can be easily removed or replaced by user or technician without having to return the entire system for such removal or replacement.

- **REPAIR** the product by means of hardware and/or software; OR

- **REFUND** the then-current value of the product at the time of claim for warranty service is made to Intel under this limited warranty. The 3-year standard warranty covers only components originally included in the system as it was shipped from Intel. Any additional components added after shipment are covered by their own warranty. This limited warranty applies only when product is used with Intel microprocessor and does not apply to issues or defects arising from the use of components not validated by Intel for that product.

Advanced Warranty Replacement

An added advantage of purchasing DCBs is all DCB customers are eligible for Advanced Warranty Replacement (AWR) which provides a shipment of the replacement FRU before receipt of a failed part. This is designed to reduce system downtime and speed the time to resolution. To receive this level of support, it is required to provide the system product code and the serial number to the support agent.

Intel has limits on the number of AWRs a customer may have outstanding. If this limit becomes an issue, Intel will address this on a case-by-case basis and adjust as necessary to meet customer needs. Replacement part shipping times adhere to standard AWR process timelines.

Replacement shipping times vary by region and are impacted by factors such as customs clearance, local shipping conditions and/or availability of replacement parts. Once a replacement product has shipped, an automated email containing the tracking number will be sent directly from the carrier shipping the package. Advanced Warranty Replacement (AWR) is only extended to components that are part of the Intel® DCB system's configuration using the **Configure to Order (CTO)**[3] tool.

Data Center Block Replacement Shipping Target SLA		
Region	Target Minimum SLA	Target Maximum SLA
APAC	2 Days	7 Days
ASMO	2 Days	9 Days
EMEA	2 Days	8 Days

Intel Customer Support

Intel customer support (ICS) technicians are available to provide assistance via the contact options below. It is required to provide Intel® Data Center Block system's product code and serial number. To locate the product code and serial number, refer to the image.

Placing a warranty and service requests through ICS enables accurate tracking of issue submission and replacement.

Intel® Data Center Block Support – Intel Customer Support Contact Options	
Web ticketing	*https://supporttickets.intel.com/*
Phone	1-866-655—6565*, available for registered Intel Technology Partners with a valid channel member ID, 24x7, English Only. *http://www.intel.com/content/www/us/en/support/contact-support.html*, local toll-free numbers for all other customers. Available between 8am to 5pm local business time.
Web page	*http://www.intel.com/content/www/us/en/support/articles/000021862.html*

Intel® Data Center Block Warranty Terms and Option

	3-Year Standard	5-Year Option	Details
Intel® Server System	✓	✓	Intel® Server System comes with standard three-year warranty. An additional two-year extended warranty may be purchased from an Intel approved distributor with the following Product Code: SVCEWHPCSY, MM# 925444. Includes All Server Systems and RAID components. **Does not include third party Memory, Intel® Processors, Intel® Fabric, Networking devices and Intel SSDs.** NOTE: 1. <u>Intel® Server Component Extended Warranty</u> service must be purchased within 30 days of the purchase of compatible system or product. 2. An order of an Intel Data Center Block is non-cancellable, non-returnable. Any warranty is limited to Field Replaceable Unit (FRU) which is a component, assembly or product that can be easily removed or replaced by the user or technician without having to return the entire system for such removal or replacement.

Intel® Data Center Block Parts or Components Warranty Terms

Parts	3-Year Standard	Details
3rd Party Memory	✓	DIMM modules can be replaced with a "like" DIMM part that meets size, speed, rank type and voltage requirements.
Intel® Processor	✓	The Finished Process Order (FPO, Batch Number) and Assembly Test Product Order (ATPO, Serial Number) of CPU are required to process warranty requests for processors. <u>How to Identify the Intel® Xeon® Processor Markings</u>
Intel® Fabric, OPS HFI	✓	

Parts	5-Year Standard	Details
Intel® DC Persistent Memory Module	✓	<u>5-Year Standard Warranty</u>
Intel® Ethernet Adapter	✓*	<u>*Limited lifetime warranty in active status, 5-year warranty after Product Discontinuance</u>
Intel® SSD	✓	<u>5-Year Standard Warranty</u>

1. Cost reduction scenarios described are intended as examples of how a given Intel-based product, in the specified circumstances and configurations, may affect future costs and provide cost savings. Circumstances will vary. Intel does not guarantee any costs or cost reduction.

2. Intel cannot commit to an exact SLA but expects to be able to meet these targets in most cases.

3. Configure to Order Tool page – https://orderconfigurator.intel.com/IntelCMS/