



IBM System x (xSeries) Servers **Authorised Warranty Repair Guidelines**

CVSI is authorised by IBM to repair xSeries servers, and the purpose of this summary sheet is to outline IBM's Terms and Conditions applicable to repairs carried out under IBM Warranty.

Reporting Fault	Call CVSI Support Line 01924-401200, and CVSI will log fault with IBM on customer's behalf. Information regarding Model Type (e.g. 8671-4AX) and Serial Number (e.g. KBAJFK1) will be required.
Response	By end of next business day following customer call for service.
Type of Response	On-Site. CVSI engineer will attend site. <i>Note:</i> In situations where CVSI diagnoses that a component to be replaced is deemed by IBM to be a Customer Replaceable Unit (CRU), IBM expects customers to install the replacement feature, and also to arrange collection of the faulty component. (Alternatively, CVSI can offer customers engineering support on a chargeable basis).
Type of Cover	Parts and labour (on-site), or parts (CRU)
Limitations	Customers are responsible for all data on the server's hard disk. Neither IBM nor CVSI have any responsibility in this area. Service is strictly limited to hardware faults; reloading programs and data remains a customer responsibility.
Clearing Calls	Once cleared by CVSI Help Desk, CVSI will clear the call with IBM.

Before reporting a fault please be aware that, in general terms, IBM's warranty is limited to problems arising from faulty hardware. This specifically excludes problems arising from software; e.g. Microsoft operating system, drivers or applications

If the problem relates to an IBM tape drive, please review IBM's document entitled "Tape Drive Customer Responsibilities – IBM System x" (Ref: MIGR-52989), which provides specific guidance in this area. One important requirement is that users are expected only to be using media recommended by IBM.

Repairs are undertaken in line with IBM's Statement of Limited Warranty (SOLW), a copy of which may be downloaded from http://www-947.ibm.com/systems/support/machine_warranties.

Note:

CVSI offers support contracts with enhanced terms to those provided by IBM's standard warranty arrangements, including (optional) support for operating systems and recovery following repair.