intequus®

WARRANTY AND SUPPORT SERVICES

Introduction

Intequus Warranty and Support Services feature a comprehensive suite of support services designed to maximize the readiness and availability of your business operations.

These services provide support actions, including remote diagnostics and troubleshooting, component replacement, On-Site Service Technician dispatch, the ability to keep your drive and/or spare parts on location, and other necessary assistance to help resolve incidents with your covered hardware.

With Intequus Warranty and Support Services, you can build the tailored support service that best suits the needs of your business operations.

Available Support Services

Intequus offers one of two standard hardware support services with every system.

- EQCare Client
- EQCare Server

Four additional support services are available to enhance the above hardware support services.

- EQCare Plus
- EQCare Premium
- EQCare Flex KYD
- EQCare Flex Pool

All support services contained in this document are product dependent. Support service availability, response times, and support actions for individual EQCare Client, EQCare Server, EQCare Plus, EQCare Premium, EQCare Flex KYD, and EQCare Flex Pool support services vary and apply to covered products accordingly.

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

Worldwide Support

In today's rapidly growing world, businesses need global access to products and services they can trust. Whether your company already has an international presence, or you hope to expand in the future, Intequus is ready to support your worldwide business operations with the same level of excellence you have come to rely on.

We take pride in delivering flexible and personalized support. As our international reach continues to grow, each new location is equipped to provide our full range of warranties and services. From our standard product-specific coverage to our comprehensive suite of premium offerings, we help you tailor a proactive support plan to keep your business systems optimized.

Intequus Customer Support is standing by 7x24x365 with translation services to facilitate quick and clear communication. With as little as a phone call we can assist you with remote diagnostics, troubleshooting, shipping components for quick replacement, or making arrangements for an on-site technician. Intequus' certified technicians are available for on-site dispatch with next business day or 4-hour anytime response anywhere in the world.

We are excited to help expand your business operations wherever you go. Talk to your local salesperson for additional details and a full list of available countries where Intequus is ready to provide the support you need.

SUPPORT SERVICE FEATURES

Every support service offered by Intequus provides unique product-dependent features for your covered hardware. This section introduces each of the available support services and outlines their support features. For more detailed information on individual support services, refer to the **Support Service Actions** section below.

EQCare Client

Intequus is committed to keeping your Desktop systems up and running. EQCare Client service is designed to maximize the uptime of your business operations by providing remote assistance through Intequus Customer Support and access to replacement components when required.

FEATURES:

- Monday-Friday, 7 AM-7 PM (CST) Intequus Customer Support
- Remote troubleshooting and diagnostics
- Depot repair services with five-day SLA turnaround
- Next Business Day Advanced cross-ship of field replaceable components[1]

EQCare Server

Your Server and Storage systems deserve our highest priority because your customers and your business depend on them. With our EQCare Server service, you gain access to round the clock Customer Support and our fastest shipping options. Upon contact, Intequus Customer Support will assist in determining the root cause of your incident.

FEATURES:

- 24x7x365 Intequus Customer Support (including holidays[2])
- 4-hour Anytime Response to talk to Intequus Customer Support[3]
- Remote troubleshooting and diagnostics
- Depot repair services with five-day SLA turnaround
- Next Business Day Advanced cross-ship of field replaceable components[4]

[1] Based on component availability.

[2] Availability may vary by country.

[3] For Severity Level 1 and 2.

[4] Based on component availability.

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

EQCare Plus

When your system is serviced by a certified Intequus technician, you can be confident the work was completed to our industry-leading standards. EQCare Plus includes access to a certified Intequus technician who will travel to your registered location and provide direct assistance with the repair of the covered hardware. This service is an upgrade to your existing EQCare Client and/or EQCare Server service.

FEATURES:

- NBD dispatch of On-Site Service Technician[5]
- On-Site Service Technician arrives on-site at your registered location
- On-Site Service Technician is trained and certified for Intequus system repair
- On-Site Service Technician installs components, performs repairs, and tests functionality

EQCare Premium

Maximizing the uptime and availability of your systems is our highest priority. With EQCare Premium support you gain access to 4-hour dispatch to a certified Intequus Technician any time day or night. The On-site Technician will travel to your registered location with parts in hand and provide direct assistance with the repair of the covered hardware. This service functions as a premium upgrade to your existing EQCare Client and/or EQCare Server support service.

FEATURES:

- 4-hour Anytime dispatch of On-Site Service Technician
- On-Site Service Technician arrives on-site at your registered location with parts in hand
- On-Site Service Technician is trained and certified for Intequus system repair
- On-Site Service Technician installs components, performs repairs, and tests functionality

[5] After replacements components arrive.

EQCare Flex KYD

Intequus understands that you may need to retain your Hard Disk Drive (HDD) or Solid State Drive (SSD) when replacing it. Sensitive data storage devices often require a higher degree of security, including control over their accessibility and disposal. Typically, to qualify for replacement, a failed drive must first be returned to Intequus. With EQCare Flex KYD, you are provided a replacement drive for the covered system[6] and the freedom to keep the failed drive within your secure business environment.

FEATURES:

- Ability to keep your failed HDD/SSD within your secure environment
- Provides replacement HDD/SSD within your system's support service term

EQCare Flex Pool

When your system requires maintenance, quick access to replacement parts is critical. With EQCare Flex Pool you are provided an on-site inventory of common field replaceable components and our fastest "time to part replacement" available. For immediate resolution, you can perform the replacement yourself, or schedule an On-site Technician if you need assistance. Additionally, this service replenishes all qualified replacement parts upon return of any failed components for the duration of your support contract.

FEATURES:

- Provides an on-site Spares Kit for common field replaceable parts
- Spares Kit remains local to the system for quick access
- Spares Kit is replenished by Intequus after parts are used
- Can be used for self-repair or paired with EQCare Plus or EQCare Premium for support by On-Site Service Technician[7]

[6] EQCare Flex only available for select Intequus systems. Contact Intequus Customer Support for more detailed information.

[7] Most cost-effective when paired with EQCare Premium

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

SUPPORT SERVICE ACTIONS

Every support service provided by Intequus utilizes a variety of support actions. This section details the coverage and support Intequus provides for each part of a service and what customer expectations may be required.

EQCare Client Support Actions

1. Contact Intequus Customer Support.

Intequus Customer Support is available Monday-Friday 7 AM-7 PM (CST).

2. Troubleshoot Hardware.

Speak with Intequus Customer Support for assistance with troubleshooting your Desktop hardware incident. Most incidents can be resolved through the troubleshooting process.[8] For the most expedient and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of the incident
- Download tools or diagnostics to run on your system
- Send log files to Intequus
- Load or install firmware or software updates
- Provide accurate error codes

3. Make Shipping Arrangements.

Once troubleshooting is complete, it may be determined that replacement components are required to resolve the incident. Depending on replacement requirements, Intequus may ship the necessary components to your registered location or may require the system to be sent back to Intequus for Depot Repair.[9] Replacement component shipping times are based on availability.

4. Install Components.

If replacement components are shipped to your location, you are responsible for the installation of those components. Upon request, an On-Site Service Technician can be provided[10] to perform the installation/repair of the covered hardware and test hardware functionality for you.

[8] Intequus is unable to estimate time or effort required for troubleshooting.

[9] You are responsible for the return shipping of any failed components.

[10] For an additional fee.

EQCare Server Support Actions

1. Contact Intequus Customer Support.

Intequus Customer Support is available 24x7x365.[11]

When you open a support request by phone, Intequus commits a Representative to respond to your request within four hours, day or night.[12]

2. Troubleshoot Hardware.

Speak with Intequus Customer Support for assistance with troubleshooting your Server or Storage hardware incident. Most incidents can be resolved through the troubleshooting process.[13] For the most expedient and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of incident
- Download tools or diagnostics to run on your system
- Send logs files to Intequus
- Load or install firmware or software updates
- Provide accurate error codes

3. Make Shipping Arrangements.

Once troubleshooting is complete, it may be determined that replacement components are required to resolve the incident. Depending on replacement requirements, Intequus may ship the necessary components to your registered location or may require the system to be shipped back to Intequus for Depot Repair.[14] Replacement component shipping times are based on availability.

4. Install Components.

If replacement components are shipped to your location, you are responsible for the installation of those components. Upon request, an On-Site Service Technician can be provided[15] to perform the installation/repair of the covered hardware and test hardware functionality for you.

[11] Telephone support is 24x7x365. All other forms of contact are monitored Monday-Friday 7AM-7PM (CST).

[12] Four hour call back applies to severity 1 and 2 incidents only.

[13] Intequus is unable to estimate time or effort required for troubleshooting.

[14] You are responsible for the return shipping of any failed components.

[15] For an additional fee.

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

EQCare Plus Support Actions

1. Contact Intequus Customer Support.

Intequus Customer Support is available 24x7x365.[16]

When you open a support request by phone, Intequus commits a Representative to respond to your request within four hours, day or night.[17]

2. Troubleshoot Hardware.

Speak with Intequus Customer Support for assistance with troubleshooting your hardware incident. Most incidents can be resolved through the troubleshooting process.[18] For the most timely and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of incident
- Download tools or diagnostics to run on your system
- Send log files to Intequus
- Load or install firmware or software updates
- Provide accurate error codes

3. Make Shipping Arrangements.

Once troubleshooting is complete, if it has been determined that components are required to resolve the incident, field serviceable replacement components will be shipped to your location.[19] Replacement component shipping times are based on availability.

4. Make Scheduling Arrangements.

On-Site Service Technicians are available Monday-Friday 9 AM-5 PM local time.[20]

Once the replacement component has arrived on-site, an On-Site Service Technician can be scheduled for NBD dispatch[21] to perform the installation/repair of the covered hardware.

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[16] Telephone support is 24x7x365. All other forms of contact are monitored Monday-Friday 7AM-7PM (CST).

[17] Incidents of Severity Level 1 and 2 qualify for callback within four hours.

[18] Intequus is unable to estimate time or effort required for troubleshooting.

[19] Components ordered before 3PM (CST) qualify for NBD shipping. Components ordered after 3PM (CST) may take an additional business day.

[20] This excludes holidays.

[21] Your system location must be registered with Intequus and available on-site before a Tech can be dispatched. Requests for a Tech placed before 3PM local time qualify for NBD dispatch.

5. Make Technician Accommodations.

For our On-Site Service Technicians to best serve you, your assistance and cooperation may be required. Certain arrangements should be made before the technician arrives on-site. These include:

- The system must be located at the registered address
- The work environment must be safe and clear of obstructions
- Provide access to your system within 30 minutes of arriving on-site
- Special requirements (badges, clearances, approvals, etc.) must be handled before the On-Site Service Technician is dispatched
- Data backup, removing confidential data from affected systems

OUR ON-SITE SERVICE TECHNICIANS WILL:

- Install replacement components
- Test functionality

6. On-Site Service Technician Travel Expectations.

All our On-Site Service Technicians make their best effort to arrive on-site at their earliest availability. Locations within 50 miles qualify for NBD dispatch. If your system location is further than 50 miles from our nearest Service Depot,[22] additional time may be required to schedule an On-Site Service Technician.

0-50 MILES FROM SERVICE DEPOT:

- Next Coverage Day

51-100 MILES FROM SERVICE DEPOT:

- One Additional Coverage Day Minimum[23]

100+ MILES FROM SERVICE DEPOT:

- Subject to On-Site Service Technician availability[24]

Please contact Intequus Customer Support for more information regarding coverage details, and maximum On-Site Service Technician travel distances specific to your area.

[22] Distance may affect Tech response times.

[23] Additional charges may apply.

[24] Additional charges may apply.

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

EQCare Premium Support Actions

1. Contact Intequus Customer Support.

Intequus Customer Support is available 24x7x365.[25]

When you open a support request by phone, Intequus commits a Representative to respond to your request within four hours, day or night.

2. Troubleshoot Hardware.

Speak with Intequus Customer Support for assistance with troubleshooting your hardware incident. Most incidents can be resolved through the troubleshooting process.[26] For the most timely and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of incident
- Download tools or diagnostics to run on your system
- Send log files to Intequus
- Load or install firmware or software updates
- Provide accurate error codes

3. Make Scheduling Arrangements.

On-site Service Technicians are available around the clock 7x24x365.

Once troubleshooting is complete, an On-site Technician can be scheduled to perform the installation/repair of the covered hardware. They will arrive at your registered location[27] with serviceable replacement parts in hand.

[25] Telephone support is 24x7x365. All other forms of contact are monitored Monday-Friday 7AM-7PM (CST).

[26] Intequus is unable to estimate time or effort required for troubleshooting.

[27] Your system must be registered with Intequus and available on-site before a Tech can be dispatched.

4. Make Technician Accommodations.

For our On-Site Service Technicians to best serve you, your assistance and cooperation may be required. Certain arrangements should be made before the technician arrives on- site. These include:

- The system must be located at the registered address
- The work environment must be safe and clear of obstructions
- Provide access to your system within 30 minutes of arriving on-site
- Special requirements (badges, clearances, approvals, etc.) must be handled before the On-Site Service Technician is dispatched
- Data backup, removing confidential data from affected systems

OUR ON-SITE SERVICE TECHNICIANS WILL:

- Install replacement components
- Test functionality

5. On-Site Service Technician Travel Expectations.

All our On-Site Service Technicians make their best effort to arrive on-site at their earliest availability. Locations within 50 miles qualify for 4-hour dispatch. If your system location is further than 50 miles from our nearest Service Depot,[28] additional time may be required to schedule an On-Site Service Technician.

1-50 MILES FROM SERVICE DEPOT:

- Technician arrives within 4 hours of scheduling

50+ MILES FROM SERVICE DEPOT:

- Subject to On-Site Service Technician availability[29]

Please contact Intequus Customer Support for more information regarding coverage details, and maximum On-Site Service Technician travel distances specific to your area.

[28] Distance may affect response times.

[29] Additional charges may apply.

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

EQCare Flex KYD Support Actions

1. Contact Intequus Customer Support.

Customer Support availability and response times for EQCare Flex KYD are product dependent. Refer to the corresponding **EQCare Client Support Actions** or **EQCare Server Support Actions** sections for more information.

2. Troubleshoot Hardware.

Speak with Intequus Customer Support for assistance with troubleshooting your hardware incident. Most incidents can be resolved through the troubleshooting process.[30] For the most expedient and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of incident
- Download tools or diagnostics to run on your system
- Send logs files to Intequus
- Load or install firmware or software updates
- Provide accurate error codes

Upon completion of troubleshooting with Intequus Customer Support, if it is determined that the system contains a qualified HDD or SSD, EQCare Flex KYD allows you to retain the component in question and receive a replacement. Your system must first be qualified for replacement and must reside at your registered location to qualify for EQCare Flex KYD.

If Intequus deems necessary, your hardware may require further investigation into the cause of the incident. To perform this support action, Intequus may request a return and/or access to your hardware. You agree to work with Intequus to facilitate the return and/or access to the hardware in question.

3. Make Shipping Arrangements.

Once troubleshooting and qualification is complete, if it has been determined that a replacement HDD or SSD is required, the replacement drive will be shipped to your location.[31] Replacement shipping times are based on availability.

[30] Intequus is unable to estimate time or effort required for troubleshooting.

[31] Components ordered before 3PM (CST) qualify for NBD shipping. Components ordered after 3PM (CST) may take an additional business day.

4. Install Drive.

If a replacement drive is shipped to your location, you are responsible for installation. Upon request, an On-site Service Technician can be provided[32] to perform the installation/repair of the covered hardware and test hardware functionality for you. To qualify for this service, Intequus must be notified of systems residing at any unregistered locations ahead of time.[33]

EQCare Flex Pool Support Actions

1. Contact Intequus Customer Support.

Customer Support availability and response times for EQCare Flex Pool are product dependent. Refer to the corresponding **EQCare Client Support Actions** or **EQCare Server Support Actions** sections for more information. EQCare Flex Pool can also be used in conjunction with EQCare Plus and EQCare Premium support services. For On-site Technician support refer to **EQCare Plus Support Actions** or **EQCare Premium Support Actions** regarding scheduling and availability.

2. Troubleshoot Hardware.

Speak with Intequus Customer Support for assistance with troubleshooting your hardware incident. Most incidents can be resolved through the troubleshooting process.[34] For the most expedient and efficient troubleshooting, you may be required to do the following:

- Help determine the Severity Level of incident
- Download tools or diagnostics to run on your system
- Send logs files to Intequus
- Load or install firmware or software updates
- Provide accurate error codes

If Intequus deems necessary, your hardware may require further investigation into the cause of the incident. To perform this support action, Intequus may request a return and/or access to your hardware. You agree to work with Intequus to facilitate the return and/or access to the hardware in question.

[32] For an additional fee.

[33] Changes in registered location affect transportation time and availability and may result in additional fees.

[34] Intequus is unable to estimate time or effort required for troubleshooting.

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

3. Install Components.

You are responsible for installation of EQCare Flex Pool replacement parts. Upon request, an On-site Service Technician can be provided[35] by your EQCare Plus or EQCare Premium service to perform the installation/repair of the covered parts and test hardware functionality. To qualify for this service, Intequus must be notified of systems residing at any unregistered locations ahead of time.[36]

4. Pool Replenishment.

Once troubleshooting and qualification is complete, if it has been determined that a replacement part is required, arrangements will be made for you to ship the defective part back to Intequus. Upon receiving the defective part, the replacement part will be shipped to your location.[37] Replacement shipping times are based on availability.

[35] For an additional fee.

[36] Changes in registered location affect transportation time and availability and may result in additional fees.

[37] Components ordered before 3PM (CST) qualify for NBD shipping. Components ordered after 3PM (CST) may take an additional business day.

SEVERITY LEVELS

Upon contact, Intequus Customer Support will assist in determining the Severity Level of your incident. Once the Severity Level has been determined, Customer Support will assist with troubleshooting, obtaining replacement components, scheduling and On-Site Service Technician, or other necessary support actions to restore your system to full functionality. Systems with Level 1 (Critical) Severity will receive our highest priority.

Level 1 – Critical. The system is completely down or unresponsive and requires immediate support action.

Level 2 – High Severity. The system is degraded in a way that severely impacts functionality or business operations.

Level 3 – Medium/Low Severity. The system is degraded in a way that has no or little impact to the functionality and/or business operations.

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

CONTACT INTEQUUS FOR SUPPORT

- Phone: 800-576-7929
- E-mail at techsupport@intequuscs.com
- Website at https://www.intequuscs.com/support/
- Web Chat at https://www.intequuscs.com/support/
- Web Portal

Only Intequus phone lines are monitored 24x7.[38] All other contact methods are monitored during regular business hours. When you open a support request by phone, Intequus commits a Representative to respond to your request within four hours, day or night.[39]

FOR SUPPORT YOU NEED:

- Hardware serial number
- Describe where and what it looks like
- Description of your hardware issue
- Any pertinent data
- Willingness to assist with remote troubleshooting

[38] Applies only to EQCare Plus.

[39] Four hour call back applies to severity 1 and 2 incidents only.

COLLABORATIVE SUPPORT SERVICES

Certain third-party products may frequently be used along-side systems covered by an active Intequus warranty or support service. Upon utilizing your support service, Intequus may determine that a third-party product is the cause of the incident. If the third-party product qualifies, Intequus may provide collaborative support services. In this event, Intequus will act as the sole point-of-contact until the incident is contained. Additionally, Intequus may contact the third-party provider, supply documentation of the incident, and continually track status updates and action plans from the provider within reasonable limits.

To qualify for collaborative support services, you are required to have an active Intequus support service as well as the applicable active support service directly with the qualified third-party provider. Once the incident is contained, and the third-party provider has been notified, the third-party provider becomes solely responsible for providing all necessary support service actions to resolve your reported incident. Intequus is neither responsible nor liable for the quality, effectiveness, or any other aspect of third-party products or services. The eligibility of third-party products for collaborative support services is subject to change at any time without prior notice.

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

NON-STANDARD COMPONENTS IN CUSTOM SYSTEMS

Replacement and Repair

Coverage of non-standard or unique components may be included with your support service as a component exchange service. This service works along-side your corresponding support service that covers the replacement of qualified standard Intequus components in standard configuration.

Intequus is not responsible for the availability of non-standard components. If you facilitate the replacement process by ordering the required components in advance, Intequus will provide non-standard support services to exchange those qualified non-standard components which have been made available. Response time for repair and installation of replacement components is subject to the coverage terms in your warranty or support service. However, non-standard component replacement may not qualify for NBD shipping or On-Site Service Technician dispatch.

Third-Party Services

Intequus may be required to utilize a third-party manufacturer, warranty, and/or services to perform non-standard component support services. In this event, you agree to assist Intequus to facilitate the use of the corresponding third-party warranty and/or services. This includes, but is not limited to, providing all materials requested by third-party manufacturers or providers.

Intequus does not provide firmware or software for non-standard components. You are responsible for updating and monitoring all non-standard components with software provided by the original manufacturer. Additionally, you are expected to resolve all incidents with software/firmware, utilities, and hardware by contacting the original manufacturer.

Engineer Testing

Intequus engineer testing is required after the installation of any non-standard components. Once complete, a Statement of Work (SOW) will be issued for the resulting configuration with a test report providing a result of Pass/Fail. The report will list the firmware levels and exact hardware configuration tested. Any software or non-standard component support services you request are available only for the exact configuration in question (as tested) at that time.

Any modification of Intequus standard utility configurations, including BIOS and Firmware, is not supported. It is your responsibility to work directly with the manufacturer to resolve any incidents found during engineer testing of non-standard components. This may include incidents involving performance, software, firmware, or hardware.

Any additional testing performed after you have received a report with a result of PASS requires a new SOW and is subject to the resultant engineering fees. This includes all related engineer testing performed for repair, replacement, or support of any component of the system within the applicable warranty or support service term.

All services provided to non-standard components are subject to the coverage terms of your support service.

Certain exclusions and restrictions apply. See specific warranty Terms and Conditions for additional info.

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