

Hardware Warranty Welcome Letter

Your Warranty Services Providers are SuperLogics, Inc.
in partnership with Source Support Services

Dear Valued Customer,

Source Support Services, Inc. is proud to be the warranty provider for your recently purchased computer hardware from SuperLogics, Inc.

Please find below a summary of our services. Please distribute this document within your organization to those who need and require warranty services information for your computer hardware.

[How to Contact Support](#)

Our Address:

Source Support Services, Inc.
3505 Newpoint Place, Suite 450
Lawrenceville, GA 30043
USA

Our Phone and Fax Numbers:

- Phone: 678-835-6101 / 866-777-8450
- Fax: 678-835-6102
- E-mail: support@sourcesupport.com
- Web Site: www.sourcesupport.com

[What to do when you need computer hardware warranty services:](#)

Before calling the SuperLogics, Inc. Help Desk Support Line, listed above, **please have the serial number from the failed computer available for our representative**. We use this number to verify the terms of coverage, as well as determine the component parts within your computer. Your warranty purchase requires that you allow our Help Desk to perform a minimum amount of troubleshooting / diagnostics to determine the appropriate actions required to resolve the failure, and to identify which spare parts may be required. Often, a field service engineer and parts will be dispatched to perform on-site repairs.

The following pages detail the procedure to follow when you have a service need. If at any time you would like to upgrade your existing plans, or add additional units, please feel free to contact us by calling toll free: **1-508-650-9500** or e-mailing us at sales@superlogics.com

Thank you again, we look forward to working with you.

Sincerely,

SuperLogics, Inc.

WHAT TO DO WHEN YOU HAVE A SERVICE ISSUE

Service Call Processing:

- **Contact Source Support Services to open a service call.**
 - Telephone: 678-835-6101 or toll free at 1-866-777-8450
 - E-mail: support@sourcesupport.com
 - Internet: www.sourcesupport.com

Note: To insure immediate response for 24x7 service requests, call Source Support at 678-835-6101 or 866-777-8450. Support requests sent via e-mail or submitted on-line may only be monitored during normal business hours. Source Support's Help Desk is staffed live 24/5 Monday through Friday. Calls taking place 'after hours' will be answered by an answering service and will prompt you to leave a message under "support." One of our after hours help desk technicians will telephone you back within one hour of your call to begin diagnosis.

- For all Service warranty calls, please be prepared to provide the site name, address, telephone number, the site contact name, the model and serial number(s) of the affected equipment and a brief description of the problem. ***It is very important that you have the system serial number so our Help Desk can immediately look up your information in our database for quicker and more effective diagnosis of your problem. On-sites cannot be scheduled without the serial number of the impacted system.***
- A service call will be logged into our service call system, and a technical service representative will call the site contact within one hour.
- Our technical service representative will coordinate the dispatch of an on-site service technician as appropriate for your service plan.
- Your warranty purchase requires that the technician is provided contact information and can access the faulty hardware.
- Your designated contact will be informed regularly of the progress of open service calls.
- The SuperLogics, Inc. Help Desk is available 24x7 for assistance in diagnosis of problems with servers that have valid 24x7 onsite service contracts. This does not include support for products that do not include valid 24x7 contracts, or assistance with system administration or software setup / configuration. The Help Desk is available for after hours assistance in hardware troubleshooting and break / fix resolution only.
- 24x7 Help Desk does not include assistance with data backup / recovery, RAID configuration, LVM setup or administration, or OS installation.
- SuperLogics, Inc. is in partnership with Source Support Services to provide your warranty service. All on-sites are done by Source Support Services while in direct contact with SuperLogics, Inc..

Warranty Coverage and Limitations

The SuperLogics, Inc. and Source Support Services Warranty Service Plan purchased by you determine the services provided and the period of warranty coverage.

The Warranty Service Plan provides for the replacement of Server/Workstation components that fail due to manufacturing defects in materials and workmanship. Excluded from warranty coverage are acts of nature, such as electrical storms, floods, fire, etc., acts of war and terrorism, criminal acts, and customer damage and negligence.

Upon receipt of a service request from you, Source Support Service's help desk will contact you promptly to begin diagnosis and arrange a time for the delivery of service. After diagnosis has been performed, the help desk will then coordinate the dispatch of service parts and field engineers to your site within the terms of your Warranty Service Plan.

Under the terms of the service plan, you are responsible for providing our field service engineers with access to your Server/Workstation in a safe environment.

If spare parts have been shipped to you, shipping labels will have been included for the return of unused and defective parts after service is complete. You agree to properly package parts for return and deliver the package(s) to the selected courier for return to the appropriate address on the return shipping label. Please contact Source Support Services at 678-835-6101 immediately for assistance with parts return issues.

You are responsible for the replacement price of parts that are not returned and for those damaged in transit due to improper packaging. If parts return shipments are not received within 10 business days of the completion of the repair to your Server/Workstation, you will be invoiced for the parts replacement price and an administration fee of 10% of the parts replacement price and no less than \$25. The parts delivered to your site at the initiation of service become your property after the returned parts are received, unencumbered by any lien, at Source Support Services.

If you have any questions about your SuperLogics, Inc. Warranty Service Plan, please contact Source Support Services at 678-835-6101.