

Welcome To Source Support Services

Your Warranty Services Provider in partnership with SuperLogics, Inc.

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 summary of our services that you should keep on hand and also distribute to key people within your organization that should have this information regarding the warranty services of your computer hardware.

[How to Contact Source Support Services, Inc:](#)

Our Address:

Source Support Services, Inc.
300 Brogdon Road
Suwanee, GA 30024

Our Phone and Fax Numbers:

- Phone: 678-835-6101 / 866-777-8450 / Int'l 866-214-1551
- Fax: 678-835-6102
- E-mail: service@sourcesupport.com
- Web Site: www.sourcesupport.com

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

Before calling the Source Support Services "Help Desk Support Line," which is 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 provide indicators of the appropriate actions required to resolve the failure and 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 of what to do 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: 1-866-777-8450 or e-mailing us at support@sourcesupport.com

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

Sincerely,

Customer Service Representative

WHAT TO DO WHEN YOU HAVE A SERVICE ISSUE

Service Call Processing:

1) **Contact Source Support Services Office in Suwanee, GA, USA to open all service calls. This can be done by the following methods:**

- Telephone: 678-835-6101 or toll free at 1-866-777-8450
- E-mail: service@sourcesupport.com
- Internet: www.sourcesupport.com

Note: If you have 24/7 help desk coverage, and your need is urgent, you should contact Source Support by telephone. Source Support's help desk is staffed from 8:00 AM until 8:00 PM Eastern Time. If you call takes place 'after hours' the call will be answered by an answering service and you will be prompted 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.

- 2) 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.***
- 3) A service call will be logged into our service call system, and a technical service representative will call the site contact within one hour.
- 4) Our technical service representative will provide additional diagnosis, and will coordinate the dispatch of parts and on-site service technicians as needed. Our service goal is to diagnose and dispatch on the day each service call is received and complete service on the next business day. Service calls opened after 3:00 P.M. (site's local time) each day will be processed on a best effort basis, customer site demographics may impact same-day parts and on-site services procurement.
- 5) Your warranty purchase requires that you allow our help desk to perform a minimum amount of troubleshooting / diagnostics to provide indicators of the appropriate actions required to resolve the failure and to identify which spare parts may be required. If you would like to have an on-site technician make a "troubleshooting/diagnostic" visit, we would be happy to quote you for this.
- 6) Your designated contact will be informed regularly of the progress of open service calls. Updates can also be obtained via our on-line service call program accessed from www.sourcesupport.com. Telephone calls will be used for priority issues; printed reports can be faxed and emailed as requested.
- 7) Source Support Services Help Desk is open Monday to Friday, 8:00 A.M. to 8:00 P.M. Eastern Time. Technical service representatives are on-call for after-hours service responses. The principal period of coverage for many sites is Monday through Friday, 8:00 A.M. to 5:00 P.M. Site Time. Extended hours and holiday coverage can be quoted on request.

Warranty Coverage and Limitations

The Source Support Services Warranty Service Plan purchased by you determines 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 Source Support Services Warranty Service Plan, please contact Source Support Services at 678-835-6101.

