

[ Hardware Warranty and Hardware Refresh Policy ]

# HARDWARE WARRANTY.

SevOne provides hardware warranty services through the Dell “ProSupport for IT with Same-Day Response/4-Hour Onsite Service After Remote Diagnosis” for five (5) years from the date of hardware purchase. This support includes telephone support.

SevOne provides telephone support based on the level of Maintenance and Support Services elected by a customer. SevOne will contact Dell Direct telephone access as necessary when SevOne is unable to correct a particular hardware issue. SevOne will, when necessary for escalated Hardware support issues, coordinate collaboration between customer’s trained IT staff and Dell’s Global Expert Center staffed by senior-level analysts, for troubleshooting assistance of hardware and software issues. During this period SevOne will remain involved and in contact with the customer to ensure timely resolution.

Type of On-Site Response directly by Dell: 4-Hour On-Site Service.\*

*\* Availability may vary by region/location*

## HARDWARE REFRESH POLICY.

Customers shall, three (3) years after initial delivery of any hardware by SevOne, begin to plan for and allocate funds necessary for subsequent refreshing of their hardware. SevOne recommends that before the expiration of the five (5) year warranty from the third-party hardware manufacturer, customers complete a refresh of all hardware subject to any such warranty expiration.

However, if a customer is upgrading to a higher functional release of the SevOne software, SevOne requires a refresh of hardware if it is no longer covered by the original five (5) year warranty.

**If a customer has a PAS-HSA pair, they must also refresh their hardware if:**

- Adding a new machine to the PAS-HSA pairing hardware results in different hardware configurations with respect to the old and new hardware (i.e. both appliances in a PAS/HSA setup must have exactly matching hardware configurations).
- If older hardware experiences a failure, and is under warranty and replaced, but the replacement hardware causes differences in the hardware configuration between the replaced hardware and a customer’s existing hardware, please contact SevOne Support Management to determine options for resolution.

Any lapse in the warranty provided by the third-party hardware manufacturer, which is the responsibility of the customer after the initial five (5) years, may result in additional work effort above and beyond the standard hardware refresh services to refresh such hardware and preserve any or all previously collected data. Any such additional work shall be at the customer’s expense.