

BOSTON

Servers | Storage | Solutions

A DIVISION OF  SOURCECODE

ON-SITE WARRANTY



CONTENTS

WHAT'S INSIDE?

Introduction

03

Onsite warranty – How it works

04

Quickest route to resolution

Step 1: Report the fault

Step 2: Diagnostics

Step 3: Engineer/replacement dispatched

Step 4: Faulty equipment returned

Step 5: Final incident report

Contact Details

06

Technical support and engineering triage

Onsite warranty engineering service

What is covered by your purchased warranty?

Spares

07

Spares kit details and location

Return of Faulty Goods

07

Packaging

Escalation Process

08

Level 1 escalation

Level 2 escalation

Contact details: Customer services

Contact details: Complaints team

Helpful Points of Contact

09

Technical support

Customer service

Boston sales team

Software support

Important Information

10

Faults not covered

Dead on arrival period

User serviceable items

Further diagnostics

Possible delays

Installation and testing

Missed appointments

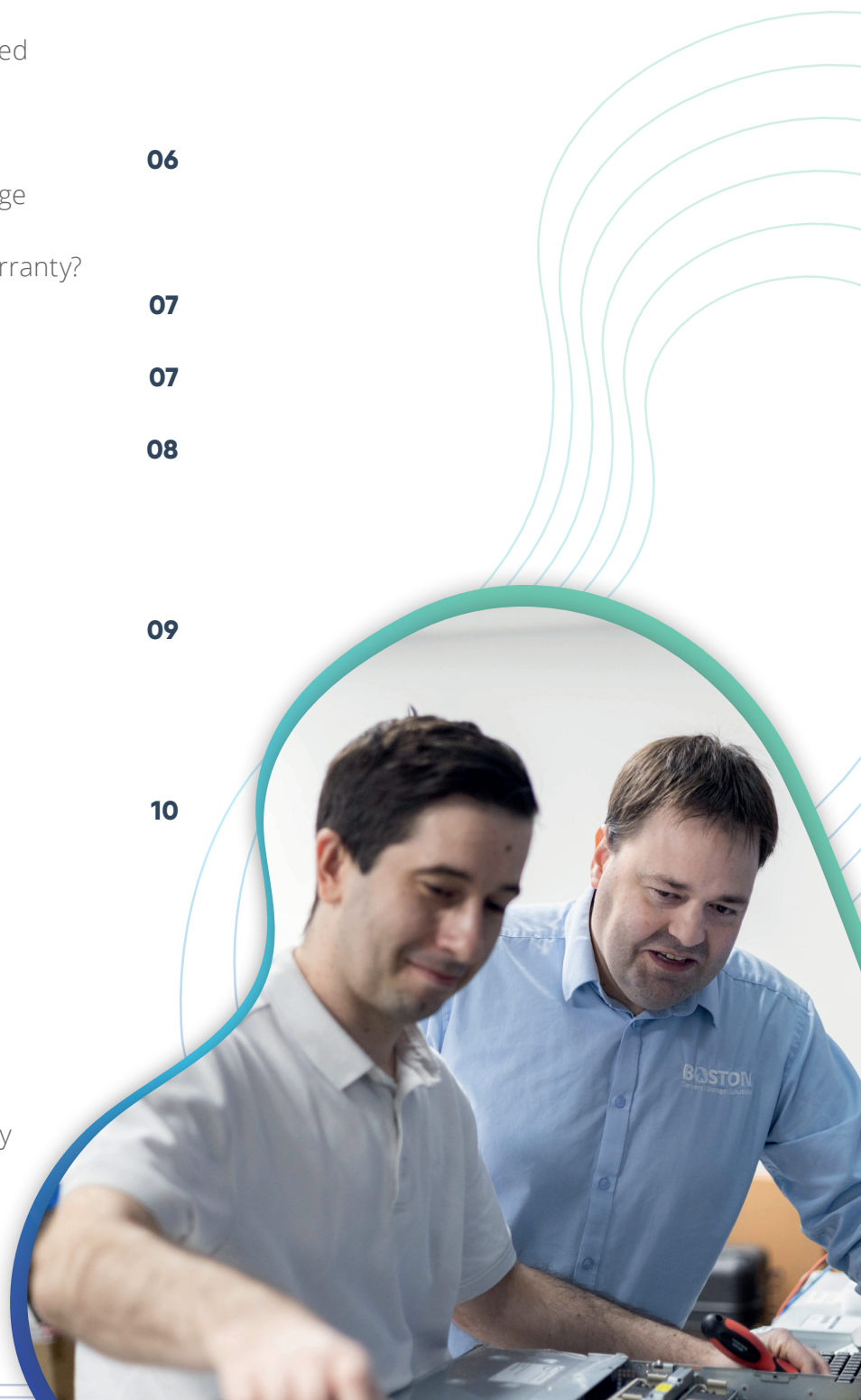
False diagnostic information

Circumstances not covered by warranty

Force majeure

Limits to liability

Voiding the warranty



INTRODUCTION

ONSITE WARRANTY

Thank you for your purchase of onsite warranty for your Boston product.

This document along with the accompanying addendums includes everything you need to know about how to raise an onsite visit in the event of hardware failure.

Please keep this document and its addendums for your reference as it will provide you with a permanent record of:

- The level of service you have purchased
- What specific product(s) are registered under the warranty
- Which address you have registered the hardware at for warranty purposes
- How to invoke your purchased warranty service
- Additional contact details

We would recommend that you take a moment to read this document thoroughly so that in the event of a problem it can be solved quickly and concisely. Additionally, we would recommend that you register for our portal and familiarise yourself with the technical support ticketing system to avoid any delay in handling your case; you can find details on how to do this here:

<http://www.boston.co.uk/support/default.aspx>

If you have purchased an additional software license and accompanying support contract, you should receive details about this separately. If you do not receive it shortly after receiving this document, please contact your sales representative to obtain a copy.

If there is any further information you require that is not covered within this document, please feel free to contact us and we will do our best to provide it for you.

For our full Terms & Conditions, please refer to our Warranty Services document. If you have not been provided with a copy of this, please ask your sales contact to provide one to you.



ONSITE WARRANTY – HOW IT WORKS

Boston provides technical support for systems covered under the warranty period during our office's working hours (9am-5:30pm GMT/BST).

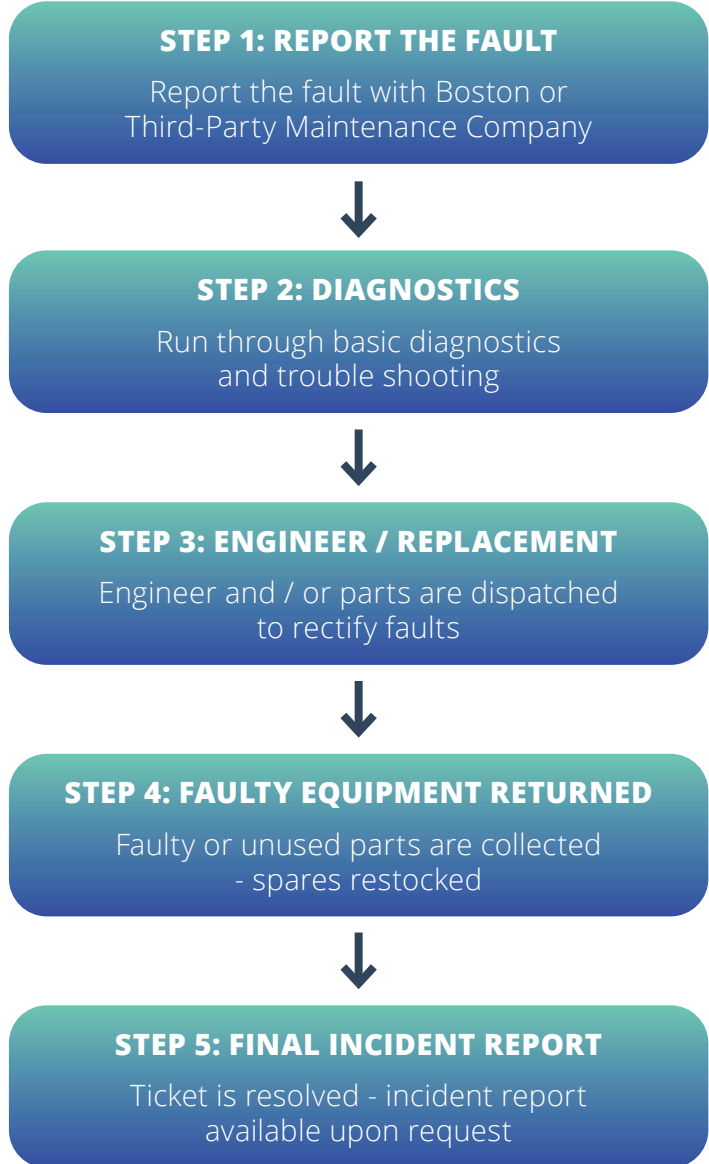
For contracts that are 24x7 an additional support line is provided by the Third-Party maintenance (TPM) company details are provided in a separate document attached.

Customers are urged to log calls with Boston Limited during UK working hours to get the fastest resolution, but when Boston are offline, you may wish to contact the TPM company directly to book a service visit and resolve issues.

Please note this service is unavailable to customers with next or same business day contracts, it is only for those with 24x7 contracts.

It is important to be aware that our TPM provides a hands-on warranty repair service, with basic triage only. It does not include in depth debugging or fault-finding services and may not have in depth knowledge of your specific systems, configurations, or requirements. For additional assistance with these processes, please contact Boston Limited directly.

QUICKEST ROUTE TO RESOLUTION



STEP 1: REPORT THE FAULT

Contact Boston or TPM to inform us of an issue. You will need to provide server details including the serial number and a description of the problem. Receipt of the issue will be acknowledged within the timeframe outlined within by your Warranty Service Level. An engineer will be assigned to your case. At this point, even if you have contacted the TPM directly an email alert will be established to enable Boston to track progress of the issue. This provides live updates to Boston at every stage of the incident and for all communications.

STEP 2: DIAGNOSTICS

An engineer will collaborate with you to go through remote diagnostics to narrow down or resolve the issue. Based on the results of the diagnostic tests, we will determine if a replacement component is required and create a scope of work to replace it.

STEP 3: ENGINEER/REPLACEMENT DISPATCHED

If an engineer is required to fit a replacement part an engineer will be dispatched ASAP to arrive within your Warranty Service Level. The engineer will then install the replacement using hardware from the spares pool which will either be kept onsite or sent onsite as required.

STEP 4: FAULTY EQUIPMENT RETURNED

If a replacement component is used, the engineer attending onsite will re-package, label and dispatch the faulty hardware back to Boston.

In parallel, Boston will issue/stock a replacement part to replenish the spares inventory where applicable.

STEP 5: FINAL INCIDENT REPORT

Failure analysis may be performed on the faulty equipment with a view to prevent reoccurrence. This will not necessarily happen in all instances so please let us know if you would like us to ensure failure analysis is conducted and we will do our best to accommodate your request. Details of the failure analysis can be shared with you in a final incident report if required.



CONTACT DETAILS

TECHNICAL SUPPORT AND ENGINEERING TRIAGE

Our Technical Team are available during our office's working hours (9am-5:30pm GMT/BST) to collaborate with you to resolve any technical issues you have.

Where necessary we will consult with the onsite warranty engineering service to provide a repair scope of work, replacement parts and a site visit for successful resolution to any hardware failures that occur during the warranty period.

Note – if you have a 24/7 SLA contract, and need service immediately, please contact the third party engineering service directly (details in Addendum)

For technical support and help debugging issues, please raise a ticket on our Support Portal, which can be accessed using the link below:

<https://boston.co.uk/support>

Please have the following information ready:

- System serial number for the faulty unit
- Details of the fault
- Expected replacement parts required
- Date and time when engineer can visit site (within agreed SLA hours)
- Any special instructions

If you are not yet registered for our Support Portal, you will first need to register to create an account.

If you experience any issues signing up to or using our Support Portal, please contact **help.desk@boston.co.uk** for assistance.

For the latest updates on how to gain Support from Boston please refer to the Support Pages on the Boston website:

<https://www.boston.co.uk/support/default.aspx>

ONSITE WARRANTY ENGINEERING SERVICE

For details of how to obtain Onsite Warranty Services please see the First Addendum document sent as part of your Welcome Pack.

WHAT IS COVERED BY YOUR PURCHASED WARRANTY?

For details of the devices covered by your Warranty please see the Second Addendum document sent as part of your Welcome pack.



SPARES

To effectively manage your onsite warranty contract, we may have created a spares kit to facilitate the fastest replacement of faulty items. Spares kits are either stored at Boston, the end user site (where the systems are located) or with the onsite warranty engineering service depending on the SLA.

Note: Not all Orders will come with spares kit, please check the details of the order.

Where a spares kit is kept at the end user site it is your responsibility to ensure they are in a secure and suitable environment.

The spares kit is not to be used for any purpose other than in the event of a faulty unit to be replaced. Unauthorised use or loss of a spares kit will potentially invalidate the onsite warranty contract and you may be liable to pay for the components.

You are also responsible for notifying Boston if an item from the spares kit is used without logging an onsite call. Without this notification, Boston will be unable to ensure the spares kit is replenished.

SPARES KIT DETAILS AND LOCATION

For details of the spares Kit included in the contract, please see the Second Addendum document included in your Welcome pack.

RETURN OF FAULTY GOODS

If a spares kit or spare part is used, the engineer visiting onsite will take the faulty item with them when they leave the site. Where this is not possible or does not occur, please let us know so we can arrange for collection of the faulty item and ensure your spares kit is replenished.

Please refer to the Customer Service page of the Boston Website

<https://www.boston.co.uk/customer-services/default.aspx>

PACKAGING

Please note, packaging should be retained to enable faulty parts to be shipped securely. Items damaged in transit due to poor packaging will be charged for.



ESCALATION PROCESS

While we strive to provide faultless systems and service, when things do go wrong it's important you know what action to take so we can resolve it quickly.

Should you encounter an issue you deem to be critical and in need of an extra level of care or be unhappy with the level of onsite service you are receiving, please follow the escalation as outlined below.

LEVEL 1 ESCALATION

For example:

- Acknowledgement of your issue has not been received in the timeframes outlined within the SLA
- An onsite visit has not been carried out within the timeframes outlined within the SLA
- Manager onsite requests an issue to be escalated
- Serious individual or widespread issue arises at one or more sites

LEVEL 2 ESCALATION

For example:

- Your issue has still not been acknowledged an additional working day after the initial (Level 1) escalation
- Complaint from Level 1 has not been resolved after two working days
- A reported issue has resulted in a complaint (this will also be managed in conjunction with our Complaints Process)

CONTACT DETAILS: WARRANTY

T: +44 (0) 1727 876 100

E: warranty@boston.co.uk

9:00am-5:30pm GMT/BST (Monday to Friday)

CONTACT DETAILS: COMPLAINTS TEAM

T: +44 (0) 1727 876 100

E: complaints@boston.co.uk

9:00am-5:30pm GMT/BST (Monday to Friday)

Contacting the Complaints Team will ensure that multiple members of senior management are notified of the case details.

If there is any further information you require that is not covered within this document, please get in touch and we provide it for you.

HELPFUL POINTS OF CONTACT

TECHNICAL SUPPORT

If you experience a technical problem with an order you have received, and require support, please raise a ticket which will be received by a member of our knowledgeable technical support team:

www.boston.co.uk/support/default.aspx

If you are unable to raise a ticket, please send an email containing your serial number and a concise problem description to **techservicedesk@boston.co.uk** who will raise a ticket on your behalf.

CUSTOMER SERVICE

If you experience any other issues with an order you have received, please contact a member of our helpful Customer services department:

E: customer.services@boston.co.uk

To obtain an RMA form and submit it directly to the team, please follow the guide on our website:

www.boston.co.uk/customer-services/default.aspx

BOSTON SALES TEAM

If you wish to discuss extending the warranty option on your order or discuss additional support options for your purchase, please contact a member of our dedicated Sales Team:

T: +44 (0) 1727 876 100

E: sales@boston.co.uk

SOFTWARE SUPPORT

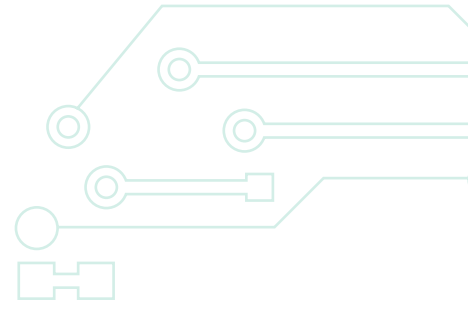
Your server may also include support contract with a software vendor; for example, if you have a SAN solution.

If this is the case and you have a software specific problem, please contact the Boston technical team who will endeavour to help you. In the event they are unable to solve the problem immediately, they will help you to raise the issue with the vendor directly.

Alternatively, please feel free to contact the software vendor directly.



IMPORTANT INFORMATION



FAULTS NOT COVERED

This warranty covers hardware related faults only.

It does not cover faults that have a level of ambiguity across both hardware and software. If such a fault arises Boston agrees to help on a best endeavours basis only; any action by Boston would fall outside of this agreement.

SERVICES NOT COVERED

• Onsite Support & Diagnostics:

The warranty agreement is to allow customers to engage the onsite service to replace faulty hardware. Where a faulty component has been identified, the service is available to provide replacement parts to site, and to fit those accordingly.

Where the cause of a problem is not known, support and troubleshooting may be necessary. Since issues this may or may not relate directly to faulty hardware, this process is not covered as part of the onsite service. Where diagnostics methods have been exhausted, and hardware failure is clear, a site visit may be necessary. If you are not able to perform basic diagnostics on site, we can do so for an additional charge. Please contact your sales representative for details.

• Software Firmware / BIOS updates:

Updates to BIOS, firmware or other software are not covered by the onsite service.

• Consumable Items:

Certain components that are provided carry a finite life span and will eventually wear or run out. The manufacturer's warranty is such, that items are covered under warranty for manufacturing defects and failures, but not where this is a result of the depleted life span. Examples of such items include but are not limited to SSD's, batteries, printer cartridges, as a limited number of cycles are warranted.

DEAD ON ARRIVAL PERIOD

In the first 30 days from delivery, any serious failure with the system is considered a "Dead on Arrival" unit. As a result, we reserve the right to collect the unit for investigation and repair at our site before being returned to you, rather than performing lengthy diagnostics on site. In such cases, we will endeavour to do this as promptly as possible to avoid inconvenience.

USER SERVICEABLE ITEMS

Items deemed as "user serviceable" (hot pluggable HDD's, redundant PSU's, external cables etc.) are not covered by onsite warranty unless specifically requested at the onset of the Contract. These items are designed so that an engineer is not required to perform replacement and a swap can be completed in seconds by non-technical staff. In these cases, an advanced replacement warranty is offered as such items are typically delivered to you for installation by your own personnel at a convenient time. The faulty component is either collected at the same time or a later date of your choice (upon request).

FURTHER DIAGNOSTICS

Onsite warranty covers only hardware replacements and is not a replacement for an onsite support contract. It may be deemed necessary by our engineers for you to perform further diagnostics to determine the root cause of a problem and assure that there is a hardware issue and to isolate the failing component. If you are not able to do so then we will try to accommodate this, however this is likely to delay the engineers visit and increase the time to resolution.



POSSIBLE DELAYS

Whilst we will endeavour to get an engineer to you as quickly as possible, delays can occur especially if collecting additional information or diagnostics are necessary.

It is our goal to have an engineer onsite with the necessary parts to resolve the issue with your system in the fastest time possible. Occasionally however this may be delayed if we are unable to source the appropriate parts for your system if they were not in stock or not included in the spares kit.

INSTALLATION AND TESTING

After replacement parts have been installed, appropriate testing will be performed to ensure functionality, these will typically be short to enable the system to be brought online quickly. The type and length of testing will be dependent on the component(s).

If longer testing is required due to exceptional circumstances or if specific customer tests are required and require a significant amount of time to complete, the engineer may leave site and return if necessary.

MISSED APPOINTMENTS

If an engineer is booked to be onsite and the end-user fails to show up on time or fails to provide suitable access to the equipment for repairs/replacement, then Boston reserves the right to bill the Customer for engineering time used.

More than one missed appointment will result in delays to replacements and repairs being made. In extreme circumstances, multiple missed appointments may void this warranty.

FALSE DIAGNOSTIC INFORMATION

If diagnostic information provided is found to be deliberately misleading and an onsite visit is conducted because of that misleading information, Boston reserves the right to bill the Customer for any additional costs incurred by wasting engineer's time or replacing parts unnecessarily.

CIRCUMSTANCES NOT COVERED BY WARRANTY

This warranty does not cover any circumstances outside of Boston's control or that render the warranty voided. This includes goods that are stolen, force majeure, negligent use or handling of the goods, damage by third parties, terrorism and natural disasters.

This warranty does not cover equipment affected by:

- Misuse
- Damage (unless caused by Boston or the onsite warranty engineering service)
- Unsuitable operating environment
- Damage caused by installation of additional hardware not supplied by Boston
- Infection by virus
- Software problems
- Natural wear of consumables
- Attachments such as printers and cables
- Compatibility issues with third party equipment

FORCE MAJEURE

Boston will not be liable for failure to perform its obligations in the event such performance is delayed, prevented or hindered by reasons of force majeure.

In the event of force majeure, neither party shall be liable for any breach of its obligation hereunder resulting from causes beyond its reasonable control including but not limited to fires, strikes (of its own or other employees), insurrection or riots, embargoes, container shortages, wrecks or delays in transportation, inability to obtain supplies and raw materials, requirements or regulations of any civil or military authority.

LIMITS TO LIABILITY

Boston shall not be liable to the Customer for any indirect or consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for consequential claim which arise out of or in connection with the supply of the services.

The equipment is designed for standard commercial use and is not intended to be installed or used in a hazardous or life-threatening environment or for potentially life endangering applications.

VOIDING THE WARRANTY

The warranty will immediately become void if unauthorised repairs have been made, serial numbers altered equipment added or altered by the Customer or any third party that renders the unit inoperable.



IF YOU'D LIKE TO FIND OUT MORE, PLEASE GET IN TOUCH:

E: sales@boston.co.uk
T: +44 (0) 1727 876 100
W: www.boston.co.uk

Follow us: Keep up to date with Boston on socials!

Facebook: facebook.com/bostonlimited
Instagram: instagram.com/boston_limited
LinkedIn: linkedin.com/company/boston-limited
X: twitter.com/bostonlimited

