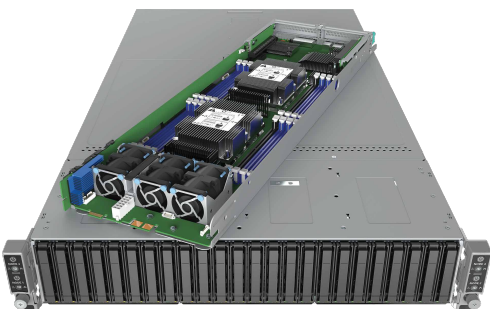# Intel® Data Center Blocks Warranty and Support

Data Center Blocks for HPC, Cloud and Business

Intel® Data Center Blocks make it easier to adopt, qualify and sell the latest Intel technology. These Intel-engineered, fully validated server blocks help reduce development complexity and cost while accelerating time to market with innovative solutions.

- **Fully Validated Server Blocks** save time and money[1], freeing up resources to focus on value-add and competitive differentiation
- **Unbranded Systems** allow resellers to customize and brand to meet end-user requirements
- **Intel Quality & Reliability** with world-class integration, validation, certification, and support

Purchase with Confidence

Intel® Data Center Blocks (DCB) feature multiple Intel technologies, pre- configured and sold as a single product. Components within the DCB are backed by Intel's standard 3-year warranty from the date of purchase, with the exception of SSDs which are covered by a 5-year warranty. If any DCB component fails during the standard warranty period, Intel at its option will:

- **REPLACE** the failed component within the DCB, rather than the whole DCB. This is referred to as a field replaceable unit (FRU) and includes a circuit board, part or assembly that can be quickly and easily removed and replaced by without having to send the entire product or system to a repair facility.
- **REPAIR** the product by means of hardware and/or software; OR
- **REFUND** the current value of the product at the time a claim for warranty service is made to Intel under limited warranty.

The 3-year standard warranty covers only components originally included in the system as it was shipped from Intel. Any additional components added after shipment are covered by their own warranty. This limited warranty applies only when product is used with Intel microprocessor and does not apply to issues or defects arising from the use of components not validated by Intel for that product.

Advanced Warranty Replacement

An added advantage of purchasing DCBs is that all DCB customers are eligible for Advanced Warranty Replacement (AWR) which provides ship replacement before receipt of a failed part. This is designed to reduce system downtime and speed time to resolution. To receive this level of support, be sure to identify your warranty request as part of your specific DCB offering, and provide the system product code to the support agent.

Intel has limits on the number of AWRs a customer may have outstanding. If this limit becomes an issue, Intel will address this on a case-by-case basis and adjust as necessary to meet customer needs. Replacement part shipping times adhere to standard AWR process timelines.

Replacement shipping times vary by region and are impacted by factors such as customs clearance, local shipping conditions and/or availability of replacement parts. Once a replacement product has shipped, a tracking number will be sent directly from the carrier shipping the package. Advanced Warranty Replacement (AWR) is only extended to components that are part of the Intel® DCB system's configuration using the *Configure to Order (CTO)* tool.

Data Center Block Replacement Shipping Target SLA[2]		
Region	**Target Minimum SLA**	**Target Maximum SLA**
APAC	2 Days	7 Days
ASMO	2 Days	9 Days
EMEA	2 Days	8 Days

Intel Customer Support

Intel customer support (ICS) technicians are available to provide assistance via the contact options below. Please be prepared to provide a system product code and serial number. Instructions for locating product code and serial number is available at *http://www.intel.com/content/www/us/en/support/server-products/server-systems/000008556.html*. Placing warranty and service requests through ICS enables accurate tracking of issue submission and replacement.

Data Center Block Support - ICS Contact Options	
Web ticketing	*https://supporttickets.intel.com/*
Phone	1-866-655—6565* , available for registered Intel Technology Partners with a valid channel member ID, 24x7, English Only. *http://www.intel.com/content/www/us/en/support/contact-support.html*, local toll free numbers for all other customers. Available between 8am to 5pm local business time.
Web page	*http://www.intel.com/content/www/us/en/support/services/000021862.html*
Community Forum	*https://communities.intel.com/community/tech/servers*

Data Center Block Warranty Options			
Part	**3-Year Standard**	**5-Year Option**	**Details**
Intel® Data Center Blocks	✔	✔	5 years total with extended warranty Intel® Data Center Blocks come with standard three year warranty. It can be extended with a purchase of two-year warranty which is available through the *Configured to Order (CTO)* tool. Please see your Intel approved distributor for more information Includes all Intel® Server Systems and Intel® RAID Components
Processor	✔		The Finished Process Order (FPO, Batch Number) and Assembly Test Product Order (ATPO, Serial Number) of CPU are required to process warranty requests for processors. *How to Identify the Intel® Xeon® Processor Markings*
Memory	✔		DIMM modules can be replaced with a "like" DIMM part that meets size, speed, rank type and voltage requirements.
Networking			*Limited lifetime warranty in active status, 5 year warranty after EOL.*
Intel SSD			*5 years standard warranty*
Fabric, OPS HFI	✔		

1. Cost reduction scenarios described are intended as examples of how a given Intel-based product, in the specified circumstances and configurations, may affect future costs and provide cost savings. Circumstances will vary. Intel does not guarantee any costs or cost reduction.

2. Intel cannot commit to an exact SLA but expects to be able to meet these targets in most cases.