



# IBM Warranty Service Program

## Latin America

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### Service and Support Guide

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This document is solely for the use of participants in the IBM Warranty Service Program

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## 1 System x Warranty Service Program

This document contains the Terms and Conditions of the Warranty Service Program (WSP) which classifies participants as follows:

### 1.1 Approved Warranty Service Provider

IBM Business Partners who sell or resell portfolio of System x products and IBM Service Provider Company and who have demonstrated adherence to the key Business Partner qualities of:

- Commitment
- Competency
- Contribution
- Customer Satisfaction

may request to become an Approved Warranty Service Provider and provide warranty service for the IBM System x products they sell.

### 1.2 Warranty Service Self Maintainer

IBM customers who have either their own internal support structures or a designated service provider may want the ability to perform their own warranty service. The IBM Warranty Service Self-Maintainer Program allows IBM customers to perform repairs on eligible IBM products during the warranty period.

## 2 Definitions

**Approved Warranty Service Provider (SP)** – an IBM Business Partner or an IBM Service provider Company with a valid and active contract to sell or resell IBM products from the System x product portfolio or an IBM Warranty Self Maintainer with a valid and active contract that has been approved by IBM to provide warranty service.

**Approved Service Location** – place of business that is approved by IBM to perform warranty work. A single SP can have multiple Approved Service Locations.

**(IBM) Business Partner (BP)** – A non-IBM organization under a contractual relationship with IBM to provide buyers with information solutions that incorporate IBM offerings

**Customer Replaceable Unit (CRU)** – parts designated by IBM as either a customer responsible installation (CRU 1) or installable by either the customer or an approved service technician (CRU 2)

**Customer Satisfaction (CSAT)** – satisfaction percentage level based on a telephone survey done by IBM or on behalf of IBM with the SPs' customers to whom service was provided.

**End User** – anyone, who is not part of the Enterprise of which you are a part, who uses Services or acquires Products for its own use and not for resale

**Enterprise** – any legal entity and the subsidiaries it owns by more than 50%

**Field Replaceable Unit (FRU)** – parts designated by IBM that can only be installed by an Approved Service Technician

**First Time Fix (FTF)** – repair action that resolves a Machine problem when there has been no warranty claim for the same machine during a time period specified by IBM (currently 30 days)

**Labor Only Claims** – no part warranty claims submitted by the SP that are related to a hardware warranty defect

**Location ID (Locid)** – a 6 alphanumeric character designation assigned by IBM when the original IBM Business Partner contract is signed. It is used to uniquely identify the Approved Service Location

**Machine** – an IBM machine, its features, conversions, upgrades, elements, accessories or any combination of them. It does not include software programs whether pre-loaded, installed subsequently or otherwise

**Parts per Machine (PPM)** – The number of parts used on a single machine serial number within any 30-day period

**Parts per Incident (PPI)** – The number of parts used on claim numbers within any 30-day period

**Performance Index (PI)** – Number calculated by a formula that is a weighted average of first time fix and parts per machine

**Proof of Purchase (POP)** – proof of warranty entitlement maintained by the customer

**Quality Service Premium (QSP)** – a value derived for an Business Partner at a Company ID level by comparing the company's performance to a predefined set of values in order to determine the company's performance premium

**Standard Maintenance Part** – any repair or replacement part approved for use for IBM purposes

**SERVICEBench** – Internet application that provides both IBM and the SPs with the capability to monitor and manage warranty claims and IBM required technician education/training.

**Valid Claim** – claim submitted, processed and paid by IBM for approved warranty service provided by a SP

**Warranty Period** – the duration of the warranty (as set forth in the Warranty Lookup link located under Related Links on the left side of the screen) which starts on the machine's Date of Installation. The date on the sales receipt is the Date of Installation unless IBM or a BP informs a customer otherwise

**Warranty Service Self-Maintainer (WSSM)** – Customer or their IBM approved designated service representative who performs warranty service on selected IBM products they own and/or use in their business.

**System x** – IBM System x, Professional Workstations and selected storage products

### 3 Approved Warranty Service Provider

#### 3.1 BP and WSSM Requirements

##### 3.1.1 Common Requirements

- Ensure service is performed by personnel trained to IBM standards, consistent with IBM's service terms
- Have internet and email capabilities
- Meet all training, certification and re-certification requirements as identified by IBM
- Submit only valid warranty reimbursement claims
- Retain records for three years, by location, of each warranty claim you submit
- Maintain adequate tools, test equipment and current technical information to provide warranty service
- Use only IBM parts when performing warranty service unless otherwise agreed to by IBM in writing
- Maintain record details (current contact names, addresses, phone numbers and trained service personnel) in the company profile in the SERVICEBench Internet application
- Do not subcontract the IBM warranty service unless you have been authorized by IBM by contract
- To achieve Audits done by IBM one per quarter
- As results of audits mentioned above and in terms of quantity, if the BP to make unsuitable parts use, IBM may demand part reimburses and all charges related.
- To open a claim on SERVICEBENCH the BP must to have a Help Center ticket number. If you do not, you will not receive labor reimbursement.

### 3.1.2. Unique BP Requirements

- Maintain an active IBM Business Partner or IBM Reseller contract
- Achieve the minimum yearly service activity level as described below in Section 3.3
- Maintain the minimum performance requirements as described below in Section 3.3
- Provide warranty service even for IBM Machines the End User did not acquire from you

### 3.1.3. Unique WSSM Requirements

- Must notify and obtain IBM approval if they want to have a TPM perform their warranty service
- Sign a IBM Warranty Service Self-Maintainer Agreement

## 3.2 Education Requirements

Technicians must complete and keep up to date with the training requirements specified in the IBM SP Training Overview in order to be entitled to reimbursements for the service provided. Yearly re-certifications may be required. See Section 9 for more information.

## 3.3 Minimum Performance Criteria

Each SP service location (i.e. each Locid assigned to a SP) must meet the following performance measurements:

Item	Minimum Criteria	Measurement Period	Applicability
Minimum Attainment (MA)	Set by IBM Channels	Yearly	BP, WSSM
Valid Claims	4	Yearly	BP, WSSM
Parts Per Incident	1.10	Yearly	BP, WSSM
First Time Fix	85%	Yearly	BP, WSSM

Table 3-1

SP service locations that fail to meet the criteria specified above are reviewed by IBM, who shall decide in its sole discretion whether or not to decertify a service location.

## 4 Program Benefits

### 4.1 Pay for Performance (PFP)

Consistent with IBM's commitment to customer satisfaction and quality service, the WSP incorporates a Pay for Performance (PFP) program that provides a premium to those Business Partners who provide the highest levels of quality service.

The PFP bonus payment is a percentage of the BP's warranty labor reimbursement for the quarter based on warranty service and labor only claims. Travel reimbursement is **not** included in the calculation.

New Performance Index	9.00	9.50	10.00
7 Claims	10%	20%	30%
10 Claims	10%	40%	50%
13 Claims	10%	60%	80%

Table 4-1

These measurements are calculated quarterly and the Pay for Performance reimbursements are paid each quarter for the previous quarter.

### 4.2 2010 Premier Status

SPs who meet the criteria specified below achieve the status of Premier.

- 12 claims approved and paid during calendar year
- Achieve or exceed the following

PPI	1.10
FTF	90%
PFP	Minimum one per year
CSAT	85%

Table 4-2

### 4.3 Warranty Reimbursements

IBM reimburses, SPs for warranty service based on the machine type and CRU/FRU status of the failing part. Travel reimbursements are valid in Mexico only.

## 5 Warranty Claims

### 5.1 Entitlement and Eligibility

It is the responsibility of the SP to verify warranty entitlement and eligibility before warranty claim submission. Entitlement information, available through SERVICEBench is derived from IBM ship dates, an approximation of transit time and the appropriate warranty period. Each warranty claim is checked for entitlement as it is processed. If IBM's database indicates the system is out of warranty or no entitlement record is found, the claims administrator will receive a message that proof of purchase is required. If the customer's invoice or sales receipt indicates a warranty expiration date different than IBM records indicate, the valid proof of purchase documentation is the final authority, and must be submitted to IBM with the claim.

### 5.2 Proof of Purchase

If a valid proof of purchase and/or other documentation is necessary to verify reimbursement eligibility then the following documents shall qualify:

A. For products sold to End Users, a sales or cash register receipt showing:

- The IBM Business Partner name and address
- The end-user product purchase/delivery date, as this date is the start of the warranty period
- Invoice/transaction number. A unique control number that you use for each sales transaction. (Not required for cash register or credit card receipts)
- Machine serial numbers and product description. If your invoicing system does not automatically print serial numbers, you must hand write the serial number on the original receipt, sign and date it
- Name and address of your customer (not required for cash register or credit card receipts)

B. For products not yet sold to End Users, proof of purchase documents would include:

- A copy of the IBM invoice showing your purchase from IBM
- Franchised locations may submit a copy of the documentation showing inventory transfer from the franchised headquarters location to your location.
- Approved Value Add Remarketers (VARs) may show documentation from an approved distributor.

**Note:** If an IBM Business Partner sells products to a leasing company, that transaction (proof of purchase) is required for warranty processing. The leasing agreement or the invoice to the end-user is not valid to support warranty claims to IBM.

### 5.3 Claims Submission

Warranty claims must be submitted within an IBM specified time period (currently 10 days) after the service date in order to qualify for labor reimbursement.

### 5.4 Multiple Claims

Multiple repairs on the same machine serial number within an IBM specified time period (currently 30 days) are considered repeat repairs and only one labor reimbursement will be paid.

## 6 Parts Information

Replacement parts for warranty service are ordered via SERVICEBench. Transportation charges both ways are paid by IBM.

The SP agrees that IBM parts are ordered for use only in support of IBM products. This includes standard maintenance parts, tools, test equipment and supplies purchased by the SP from IBM for maintenance of IBM machines.

### 6.1 Return Parts Process

Parts showing a "Requires Return = Y" status in SERVICEBench must be returned to IBM.

The returned part must:

- Be packaged individually (i.e., one part per box)
- Match the part number (or equivalent as determined by IBM) ordered on the claim in SERVICEBench
- Be free of damage caused by abuse
- Not be cannibalized
- Not previously reworked by a third party vendor
- Contain all components originally shipped with the part

The returned part is inspected by IBM.

IBM provides preprinted shipping labels at no charge for the return of the defective warranty parts. The majority of warranty parts shipped from IBM will have a preprinted return-shipping label inside the box. To ensure tracking and the receipt of the defective part, the SP must use the supplied labels and ensure the IBM claim number (EWT....) appears on the return label. Keep the return waybill number for your records.

If a SP receives a defective part from IBM, both the original claim and replacement claim will be paid as long as the second claim is submitted as a DOA claim within 10 days after the "submitted date" on the original Standard Warranty claim.

If required, a defective part must be returned within 30 days of the shipment from IBM. Failure to do so will result in the SP being charged the current Business Partner price for the part transportation & handling fee, and denial of labor (and travel, if appropriate) payment..

## 6.2 Emergency Warranty Parts Process

During the standard warranty period, parts are scheduled for next business day delivery.

For customers who have purchased and registered a warranty service upgrade ServicePac from IBM, parts will be automatically scheduled for same day delivery. The SP technician or customer must be present to accept delivery of the part, regardless of the time of arrival. IBM will determine the best method of delivery. IBM will use commercially reasonable efforts to provide the part.

For critical customer situations, i.e. machine down, IBM offers the Emergency Warranty Parts Process through the emergency desk. To order parts for critical situations, call the designated warranty Focal point.

## 7 Optional Features

IBM Optional Features purchased on or after the purchase date of the IBM system assume the warranty period of the IBM system or the warranty period for the added feature option, whichever is greater. During the warranty period of the IBM system, a SP may service Optional Features under the warranty service available for the IBM system. The level of service provided after the system warranty has expired, but while the Optional Feature warranty period is still in effect, will be as specified in the announcement and Warranty Service Support Category for the Optional Feature.

For any claims submitted for optional features, a Proof of Purchase (POP) may be required.

For any claims submitted for International Warranty Service (IWS), a Proof of Purchase (POP) will be required.

## 8 Warranty Policies

### 8.1 Statement of Limited Warranty

IBM's obligations regarding its machines' warranties are as provided in the IBM Statement of Limited Warranty (SOLW) or the IBM agreement under which the Machine was acquired. Customers are entitled to the warranty service as specified in these documents. Active SPs are approved by IBM to perform the warranty services defined by the Statement of Limited Warranty (SOLW). SPs should be familiar with the information contained in the SOLW in order to ensure that they are properly fulfilling their obligations under the terms and conditions of the SOLW. To view and/or download the SOLW go to URL [www.ibm.com/systems/support/machine\\_warranties](http://www.ibm.com/systems/support/machine_warranties)

### 8.2 Warranty Period

Warranty periods vary depending on the product type. To view currently warranty periods, go to URL <https://www.ibm.com/systems/support/supportsite.wss/warrantyform?brandind=5000008>

## 9 Education and Training requirements

### 9.1 Overview

In order for Service Providers to be eligible for reimbursements for the warranty service they provide on System x products, there are education and training requirements that must be met by the servicing technicians. The required training must be completed using the most current version of each course required unless IBM has announced that earlier versions are acceptable. Typically, there is a 90 day period for completing course updates and/or new requirements before the down-level course becomes obsolete and no longer satisfies the training requirements.

Testing for the non-classroom courses is done on the IBM Warranty Service Training site at <http://www.ibm.com/services/weblectures/awsp>. If you are not registered, go to the site and click "Help" on the left side for details on getting access. Once you are signed on, Training Overview shows the requirements and the Training Roadmap shows the required training by Machine Type. Both of these documents can be found on the training site and in the ServiceBench News items.

### 9.2 General Requirements

#### 9.2.1 Basic Training and Certification

All technicians are required to achieve the following basic certification/training in order to be eligible to receive reimbursements for the warranty service they provide. Successful completion of these courses/certification is also a prerequisite for all the

advanced certification/training required to perform warranty service on the 4-way and above processor servers as well as the BladeCenter and Low End Storage. Training/certification is not required in order to be eligible to receive reimbursements when performing warranty service on CRU1 or CRU2 parts.

#### 9.2.1.1 Server+ Certification

All technicians are recommended to have Server+ certification from the Computing Technology Industry Association (CompTIA) by successfully completing the exam for Server+. For more information about the testing and the test locations are available from CompTIA go to URL <http://certification.comptia.org/server/>

#### 9.2.1.2 xSeries Servicing Servers (Part 1)

This course introduces the student to apply basic practices and procedures and the core server technologies. The course and mastery test are available on the IBM Warranty Service Training website. This course must be taken by all technicians in order to be authorized to service System x™ products.

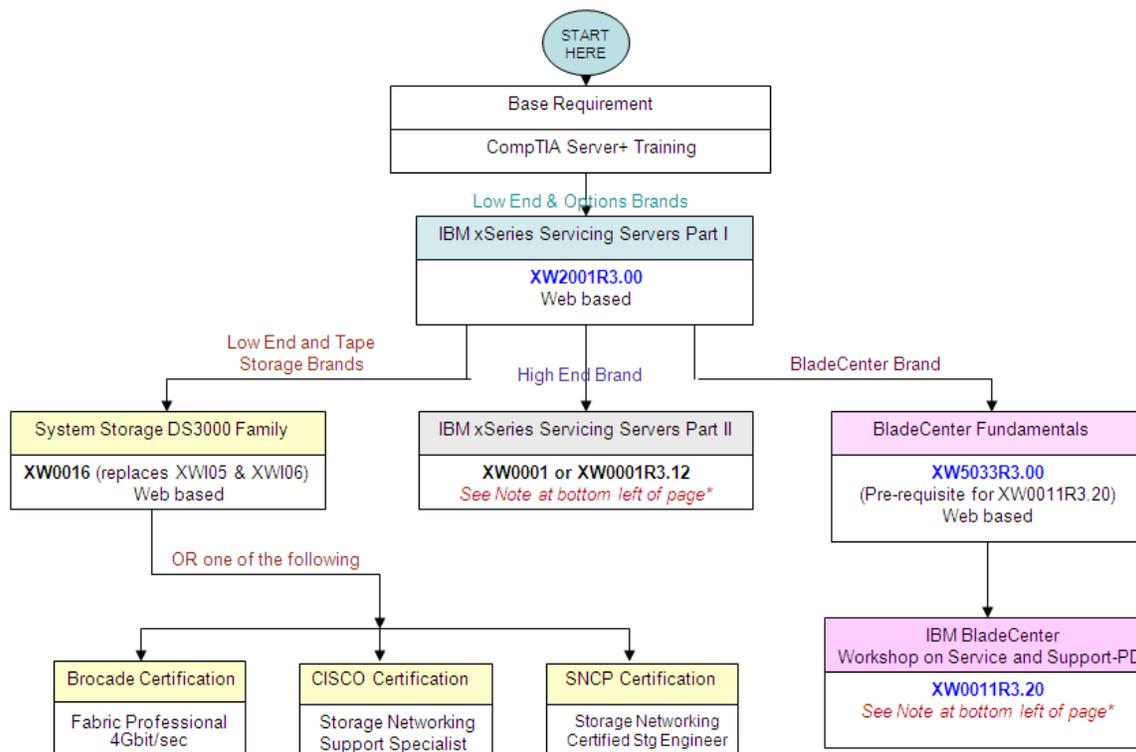
#### 9.2.2 High End Servers and BladeCenter Training and Certification

There are specific product courses that have to be successfully completed in order for the technicians to receive reimbursements for warranty service they provide on High End Servers and Blade Centers. Please reference the Training Overview.

#### 9.2.3 Low End Storage Training and Certification

There are specific product courses/certifications that have to be successfully completed in order for the technicians to receive reimbursements for warranty service they provide on Low End Storage brand products. Please reference the Training Overview below (also in ServiceBench

## LA Warranty Service Provider Training Overview\*\*



\*NOTE: You are given two attempts to pass the test and if you do not pass you will be required to attend the classroom course

\*\* Training/certification is not required in order to be eligible to receive reimbursements when performing warranty service on CRU1 or CRU2 parts

Reference the Training Roadmap for more details

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If you have questions regarding the System x Warranty Service training and education, contact the Local Warranty Focal Point

IBM reserves the right to change the training requirements at any time

## 10 Support and Resources

As an Approved Warranty Service Provider, you will have access to many resources to assist you in providing quality warranty service to your end user customers. Once you become an IBM Approved Warranty Service Provider, a Warranty Service Consultant will be available for your more complex warranty service questions and concerns. The consultant will also monitor your warranty service performance and provide help and assistance to ensure you provide the highest level of quality to your customers

### 10.1 IBM Support Center

Country	Phone Numbers
	0810-999-4262
Argentina	0800-333-3728

Bolivia	0800-10-0189
Brasil	0800-728-4831 800-203-007
Chile	800-219-000 01-800-912-3021
Colombia	018000112214
Ecuador	1800-426-911 OP 4 001 866-434-2080
Mexico	01800-1234-842 0-800-51635
Peru	0-800-50866 OP1 000-411-006-6649
Uruguay	0800 8688 0800-100-2011
Venezuela	0800-225-5347

IBM Support Center is available Monday through Friday **0900 to 1800** Local Time. In addition to remote support, the IBM Support Center product specialists will determine if on-site or engineering assistance is needed. There is no charge for voice technical assistance on warranty issues.

The IBM Support Center can assist you with:

- Problem determination and identification
- General service procedures
- Solutions to hardware/software failures from the most common to more complex issues
- Performing IBM required engineering changes (ECAs)

## 10.2 PartnerWorld

IBM PartnerWorld is your focal point for marketing questions, issues and opportunities related to the IBM products. PartnerWorld is available Monday through Friday 0900 to 1900 Eastern Time. To contact PartnerWorld, go to the following URL and select the appropriate country.

[http://www-01.ibm.com/partnerworld/pwhome.nsf/weblook/cpw\\_index.html](http://www-01.ibm.com/partnerworld/pwhome.nsf/weblook/cpw_index.html)

## 11 Warranty Claim Service Types

Correct usage of codes for service types when placing claims is critical to IBM's quality tracking processes, reimbursements for services, and the compilation of performance metrics. Following are Service Types and a description of when each should be used, the allowed reimbursement if any, and any special requirements.

Type	Description
Standard Warranty	Used to report defects during the product warranty on customer-owned products. This type service covers most warranty situations.
DOA Service Part (Defective parts received from IBM)	Replacement of a warranty part that was received defective on arrival (DOA) from IBM. The claim must be submitted within 10 days of the original warranty claim using the original machine type, serial number and part number from the original claim.
New Options Warranty	Warranty on options sold after original delivery of product unit to purchaser. Proof of purchase is required to validate entitlement.
Engineering Change Announcements (ECAs)	Used only for special warranty programs pertaining to Engineering Change Announcements (ECAs).
Labor Only Claims	Used when no part is required to perform the required service

Table 11-1

## 12 IBM Record Retention

The SERVICEBench system maintains warranty claim information for a minimum of three years. When properly documented on SERVICEBench, no additional record retention is required. Warranty claims must include:

- Date the warranty service was performed
- Name and address of the end-user, (including company name).
- List of the warranty part(s) replaced
- Serial Number and machine type/model of the repaired product
- Technician who performed the work, AND
- A problem description and if appropriate, comments. (This description must support the claim including any parts used).
- If not fully documented on SERVICEBench as described above, copies of warranty claims and supporting documentation must be maintained at the submitting Approved Service Location for a period of three (3) years from the warranty claim submission date. This documentation must be made available to IBM upon request.