# IBM Warranty Service Program

Retail Store Solutions

Program Guidelines

**2008**

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# 1 IBM Retail Store Solutions 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 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 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

**Business Partner Warranty Support Center** (BPWSC) – IBM Resource to assist the SP

**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 5 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

**Point of Sales** (POS) - IBM Point of Sale Products and Self Service Products.

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

**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.

# 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

### 3.1.2 Unique BP Requirements

- Maintain an active IBM Business Partner or IBM Reseller contract
- Maintain IBM Warranty Service approval status and capability
- Validate that the End User is entitled to IBM Warranty Service
- Provide IBM Warranty Service only on IBM products the IBM Business Partner is approved to sell

### 3.1.3 Unique WSSM Requirements

- Maintain IBM Warranty Service approval status and capability
- Sign a IBM Warranty Service Self-Maintainer Agreement
- Validate that the machine is entitled to IBM Warranty Service
- Ensure service is performed by a company or a company contracted employee

## 3.2 Program Fees

### 3.2.1 BP

There is a nonrefundable startup fee of $500 to become an IBM POS SP

### 3.2.2 WSSM

There is no fee for this program

## 3.3 Education Requirements

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

## 3.4 Minimum Performance Criteria

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

**Minimum Criteria Measurement Period Applicability**

- Parts Per Machine 1.5 Quarterly BP and WSSM
- First Time Fix 85% Quarterly BP and WSSM

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 Warranty Reimbursements

IBM reimburses, SPs for warranty service based on the machine type and CRU/FRU status of the failing part. Labor reimbursement rate by machine type are located on ServiceBench

| All Brands | BP | WSSM | IWP |
|---|---|---|---|
| CRU 1 | $0 | $0 | $0 |
| CRU 2 | $50 | $0 | $0 |
| FRU | $50 | $0 | $0 |

Table 4-1

# 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

Warranty replacement parts are ordered via the ServiceBench and are provided free of charge to SPs. IBM pays for shipping (inbound/outbound) for warranted replacement parts and for parts that are required to be returned to IBM. Same day shipment of available parts is provided for claims submitted by 4:00 p.m. local time. 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.

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### 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.

For shipments not accompanied by a preprinted return label, contact the BPWSC at 800-426-7299 option 2 or email bpwsc@us.ibm.com to obtain preprinted labels.

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, a $30 transportation & handling fee, and denial of labor (and travel, if appropriate) payment..

### 6.2 Emergency Parts

IBM Emergency Parts process can be used to order warranty parts in critical customer situations i.e., system is down and someone will be available to receive and install the part when delivered regardless of time. IBM will determine the best method of delivery pending location of available stock. To order parts for emergency situations, call the Business Partner Warranty Support Center: 800-426-7299 option 2. IBM provides emergency warranty parts services at no additional charge on a best effort basis.

## 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.

# 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

## 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.

## 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.

# 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 Business Partner Warranty Support Center (BPWSC) – 800-426-7299 Option 2

BPWSC can assist you with your questions regarding service programs, policies and practices. The BPWSC is available Monday through Friday 9:00 a.m. to 5:00 p.m. Eastern Time. Alternatively, you can contact them by email at bpwsc@us.ibm.com. The BPWSC can provide you assistance with warranty questions including:

- Warranty Operations Management
- SERVICEBench operations and claims questions
- Information on IBM policy & business practices (agreement & service policies)
- Warranty Start Up and training requirements
- Warranty and/or post warranty issues (claim rejections, parts returns)
- Special exception activity
- Non-technical issues concerning service
- Parts availability and claims escalation

There are occasions when replacement parts are not available for next day delivery due to supply constraints. If a customer situation arises at your location that requires priority filling of the order when part stock becomes available, you may request your order be upgraded. Each request is reviewed individually.

## 10.2 IBM Support Center – 800-426-7299 Option 1

IBM Support Center is available Monday through Friday 9 a.m. to 9 p.m. Eastern 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)

When calling the IBM Support you will be prompted to enter the following:

- Your 10-digit Authorization Number
- Your 4-digit Personal Identification Number (PIN)
- 500 for the Specialty Code

### 10.3 PartnerWorld – 800-426-7299 Option 5

IBM PartnerWorld is your focal point for marketing questions, issues and opportunities related to the IBM products. PartnerWorld is available Monday through Friday 9:00 a.m. to 7:00 p.m. Eastern Time.

## 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<br><br>(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.