



Standard Warranty

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<http://www.westekuk.com/support/warranty.pdf>

Westek Technology Standard Warranty

Westek provides a 24 month return to base warranty as standard.

Westek provides free helpdesk technical support to its Customers by telephone or email during the warranty period. The standard warranty period may be extended and/or enhanced to provide onsite support if required. A chargeable out of warranty repair service is also available for older products.

Warranty Conditions

Subject to the conditions set out below the Company warrants that

The Products will correspond with their specification at the time of delivery and will be free from defects in materials and workmanship for a period of twenty four (24) months from delivery and that the Work will be performed and completed in accordance with good and reasonable standards of workmanship; save that no warranty of any nature shall be given by the Company in relation to any Third Party Software. Warranty replacement items and other spares will be free from defects in materials and workmanship for a period of six (6) months from delivery or the balance of the Product warranty whichever is longer.

The above warranty is given by the Company subject to the following conditions:

- 1 the Company shall be under no liability in respect of any defect in the Products or failure to undertake the Work arising from any drawing, design or specification supplied by the Customer
- 2 the Company shall be under no liability in respect of any defect arising from fair wear and tear, wilful damage, negligence, abnormal working conditions, failure to follow the Company's instructions (whether oral or in writing), misuse or alteration or repair of the Products or of the subject matter of the Work without the Company's approval, or mishandling or failure to follow adequate ESD precautions, or where a specific warning label is fitted: if Product is opened and/or the "warranty void if seal broken" label is broken or removed.
- 3 the Company shall be under no liability under the above warranty or any other warranty, condition or guarantee if the total price for the Products or the Work has not been paid by the due date for payment

DOA

For any product that is found to be defective under the terms of the Warranty within 30 days of delivery, Westek will treat such a product as a "dead on arrival" and at its sole discretion either:

1. Send a new replacement part if the defect is trivial and simple to fit (e.g. hot swap power module, fan or disk).
2. Send an engineer to site (UK Mainland) to repair the unit.
3. Collect the unit from the delivery address, repair or replace it, and return the unit at Westek's expense.

RMA Procedure

Westek operates a procedure to efficiently manage the return and repair of faulty parts or products using its helpdesk service. The procedure is documented below.

Products returned to Westek will be diagnosed, and repaired or replaced under warranty, usually within a few working days of receipt, assuming spare parts are in stock.

Enhanced Services

Westek offers the following enhanced service options:

1. Standard Warranty Extension to 3 years (or longer)
2. Advance Replacement Parts Service (for hot swappable components)
3. Out of hours Technical Support
4. On-site and emergency services: (annual agreements)

These service level agreements are taken out at the time of purchase and may be renewed each year for up to 5 years (or longer by agreement)

- Normal Business Hours, Working days 4 hour on site
- Normal Business Hours, Working days 8 hour on site
- 7 x 24 x 365 4 hour on site emergency service
- 7 x 24 x 365 8 hour on site emergency service

The 4 hour on site service may not be available in some isolated mainland UK locations (e.g. Southern tip of Cornwall and North of Scotland)

An ad hoc on site call out service is also available for customers without a service agreement at a daily rate plus expenses if an engineer is available, however availability is not guaranteed without a service contract above being in place for on site attendance.

The response times quoted are for a trained engineer to be on site with common parts required for repair available. It is not a guaranteed fix time.

Prices for enhanced services are available from our support desk.

RMA Warranty Repair and Support Procedures

The standard warranty is a return to factory repair or replacement service.

For Products covered under the standard or extended warranty, Westek provides technical support free of charge during normal office hours or as provided under an extended warranty service. Technical support is available outside of warranty on an hourly basis. The procedure to follow if a Product exhibits a problem is as detailed below:

1. Call Westek's support desk during normal working hours, or send an email. Contact details are provided in the table below.
2. Westek will provide a unique help desk reference number for progress tracking purposes.
3. Westek's help desk will work with the Customer to identify and confirm that the reported problem is a result of a failure in the Product with diagnosis of cause if possible. If it is determined that the Product is not at fault then the call will be closed.
4. If the problem is diagnosed as a hardware fault with the Product, Westek will issue a Returns Material Authorisation number (RMA) and will fax an RMA form to the Customer, authorising the return of the Product under warranty for repair.

5. Westek may agree to supply an advance replacement component to the Customer or its nominated maintainer. The normal hardware warranty is 24 (twenty four) months return to factory. If an advance replacement component is supplied The Customer is required to provide an order number or credit card guarantee for such replacement parts, which will not be invoiced against if the faulty component is returned to Westek within 10 (ten) working days of receipt of the advance replacement component. Westek will also cooperate with the Customer's approved maintenance partner.
6. The RMA form should be signed and faxed or emailed back to Westek's help desk.
7. If a fault report is required, notice should be given at the time of the RMA.
8. A copy of the RMA form must be included in the box in which the faulty Product is to be returned to Westek and the RMA number must be clearly marked on the outside of the box.
9. Items to be returned to Westek Technology Limited must be in the original packaging or in alternative suitable protective packaging. Westek accepts no liability for any damage incurred by inadequate packaging or poor handling. For Data Storage Systems with removable hard disk drives the hard drives in their carriers MUST be removed from the server and shipped SEPARATELY in the original specially designed disk packaging. Westek will not be held responsible for the loss of any data. Customer must ensure that all data is backed up before returning unit. Appropriate manuals, cables etc must accompany returned items. Shipment and insurance back to Westek is the responsibility of the Customer and any damage to the unit caused by return shipping or mishandling is not covered by warranty and will be a chargeable repair.
10. The Products should be shipped to Westek's repair facility at its main manufacturing location as detailed on the RMA form. Westek is not liable for any items not supplied by Westek and returned as part of an RMA.
11. Westek will repair or replace the unit under warranty and ship it back to the Customer at Westek's expense.

Contact Telephone Numbers:

Normal Working Hours	+44 (0) 1225 790600	Ask for "Helpdesk"
Other Hours (at extra cost)	+44 (0) 1225 790600	Select Option 2

Email Contact Details (Normal Working Hours):

Hardware Support:	support@westekuk.com
General Assistance:	helpdesk@westekuk.com

Normal Working Hours are weekdays, Monday to Friday, excluding UK bank holidays, from 8.30am to 5.30pm UK time.