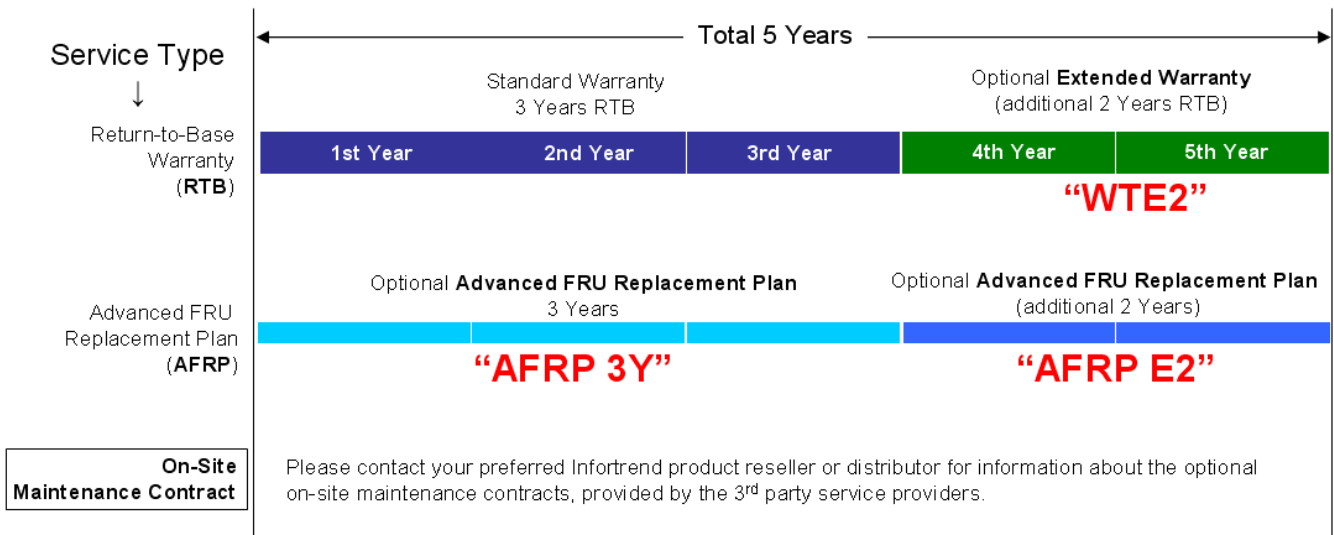




# Infortrend Warranty Upgrades: Extended Warranty (WTE2) and Advanced FRU Replacement Plan (AFRP)

## FAQ



### Q1 What is the optional Extended Warranty (WTE2)?

The optional extended warranty simply extends the standard 3-year RTB (Return-to-Base) warranty with an additional 2 years warranty.

### Q2 What is the optional Advanced FRU Replacement Plan (AFRP)?

The AFRP (Advanced FRU Replacement Plan) is an optional addition to the standard 3-year (and the optional WTE2 Extended Warranty to 5-year) RTB (return-to-base) warranty.

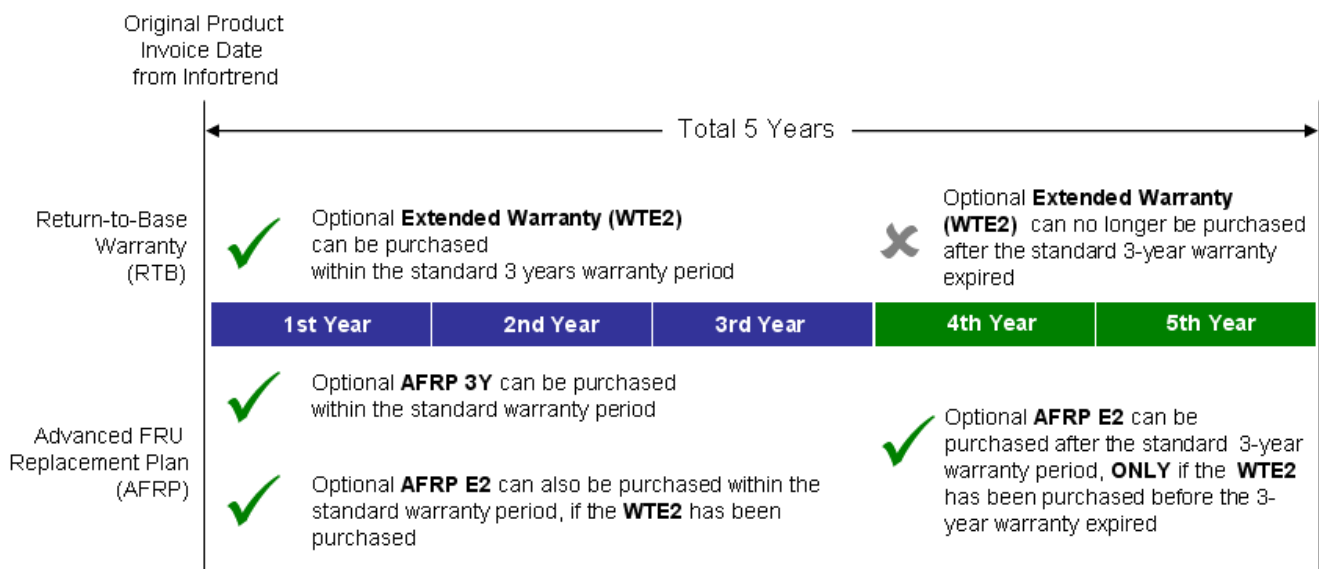
In the standard 3 years RTB warranty, when an FRU (Field Replaceable Unit) fails, the customer needs to send the failed FRU back first, then Infortrend will return it after it has been repaired.

With the optional AFRP, once the faulty FRU return request has been approved, Infortrend will issue a replacement FRU in advance. Once the customer receives the advanced replacement FRU, the customer should replace the faulty FRU and then return it back to Infortrend within the required time frame.

The AFRP can be purchased as an option to selected Infortrend models. Infortrend models that can be added on Extended Warranty (WTE2), can be added with AFRP. The list of selected models can be found on Infortrend web site.

The AFRP is registered against a specific RAID subsystem chassis serial number when purchased. It can be purchased together with a new Infortrend RAID subsystem product, or within the warranty period of the subsystem.

The “AFRP-3Y” can be purchased to add the AFRP to the standard 3 years warranty. The “AFRP-E2” can be purchased to add the AFRP to the 2 years extended warranty, providing that the WTE2 has already been purchased and registered to this unit.



### Q3 How to purchase WTE2 and AFRP?

The WTE2 and AFRP can be purchased together with a new Infortrend RAID subsystem.

If the customer would like to purchase the WTE2 and AFRP after the RAID subsystem was purchased, simply provide the model and chassis serial number of the RAID subsystem together to the preferred Infortrend reseller / distributor. The Infortrend reseller / distributor should purchase the WTE2 and AFRP on behalf of the end customer, providing the model and chassis serial number together.

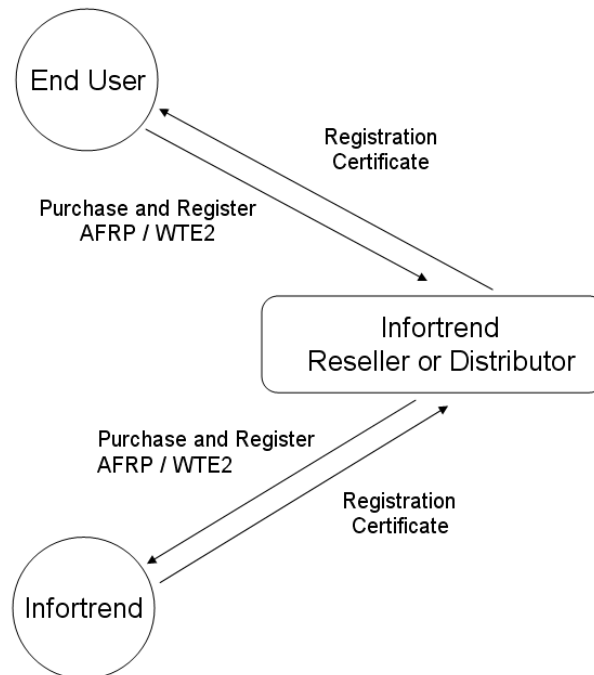
When the WTE2 has been purchased:

Infortrend will issue a document which includes the chassis serial number, product model number and the new warranty expiry date. This document is to confirm that this unit has been registered with Infortrend for extended warranty.

When the AFRP has been purchased:

Infortrend will issue a document which includes the chassis serial number, product model number and the AFRP warranty expiry date. This document is to confirm that this unit has been registered with Infortrend for AFRP.

(See diagram in the next page)



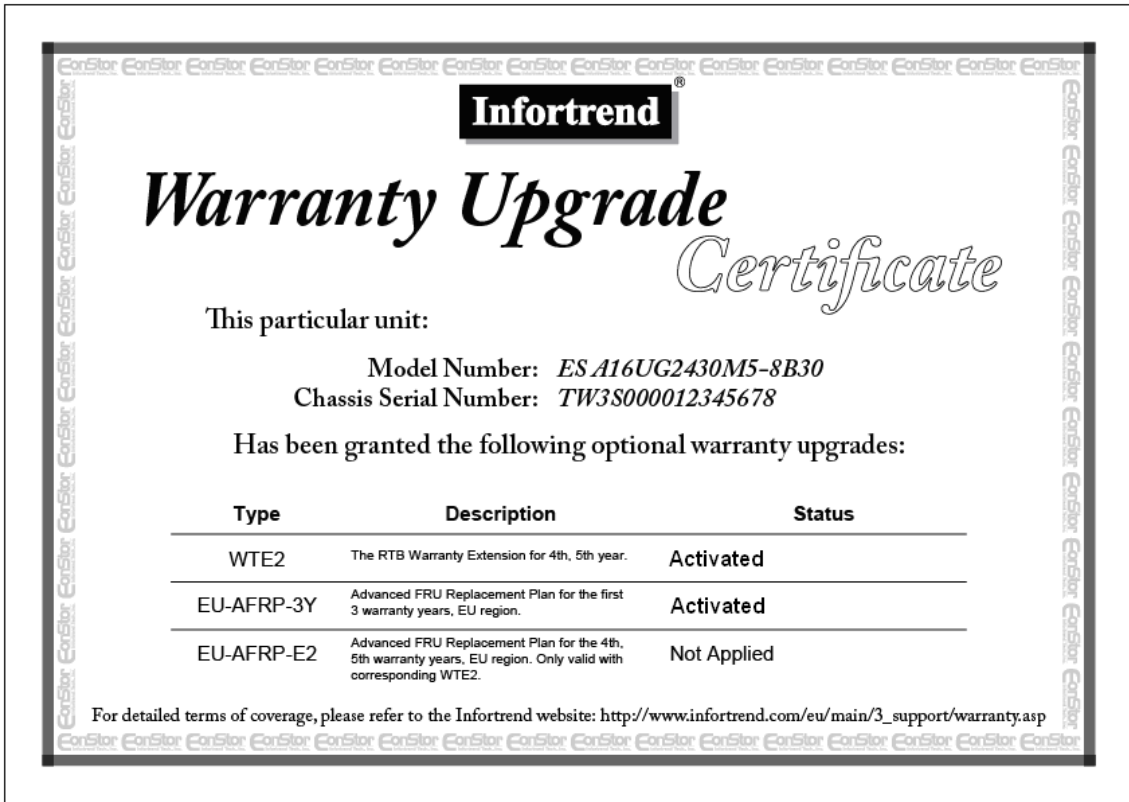
**Q4 Is it possible to purchase optional on-site maintenance?**

For optional on-site maintenance, you may have the choice of different service levels (e.g. Next Business Day, 4 hours response, 24x7, 5x8...etc.) Please contact your preferred Infortrend product reseller or distributor, for information about the optional on-site maintenance contracts that they may be able to provide, via 3<sup>rd</sup> party maintenance service providers.

Please note the optional on-site service and maintenance are not provided by Infortrend. Therefore should you have any questions relating to the on-site maintenance contract that you purchased via your preferred Infortrend product reseller or distributor, then please contact the 3<sup>rd</sup> party service provider who is providing the on-site service directly, or the reseller or distributor, from whom you purchased the contract.

**Q5 What does the Registration Certificate look like?**

Once the WTE2 or AFRP has been purchased, Infortrend will issue a certificate in PDF file by e-mail. The certificate looks like the example below:



The “Model Number” and “Chassis Serial Number” will state this registration certificate applies to the RAID subsystem products which the end customer purchased the warranty upgrade for. There are three types of warranty upgrades: “WTE2”, “EU-AFRP-3Y” and “EY-AFRP-E2”, the “Status” column will indicate if that particular warranty upgrade has been activated. It will show “Not Applied” when that particular warranty upgrade item was not purchased.

From Q4 2009, due to the “rebranding” that took place, the Infotrend logo and related art design may look different to the example above.

**Q6 What are the Infotrend part numbers that should be used when ordering?**

The following table shows the corresponding Infotrend part numbers. The Infotrend RAID subsystem models in each category, may be updated without prior notice. Please always check our web site for the latest update.

WTE2 Part No.	EU-AFRP-3Y Part No.	EU-AFRP-E2 Part No.	Models*
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Warranty Upgrades for EonStor models with SATA drive interface (AxxF, AxxU, AxxS)

4-bay	WTE2A04G-0010	N/A	N/A	A04x-G models
8-bay	WTE2A08G-0010	EUAFRP3YA08G-0010	EUAFRPE2A08G-0010	A08x-G models
	WTE2A08C-0010	EUAFRP3YA08C-0010	EUAFRPE2A08C-0010	A08x-C models
12-bay	WTE2A12G-0010	EUAFRP3YA12G-0010	EUAFRPE2A12G-0010	A12x-G models
16-bay	WTE2A16G-0010	EUAFRP3YA16G-0010	EUAFRPE2A16G-0010	A16x-G and A16F-J models
	WTE2A16R-0010	EUAFRP3YA16R-0010	EUAFRPE2A16R-0010	A16x-R models
24-bay	WTE2A24G-0010	EUAFRP3YA24G-0010	EUAFRPE2A24G-0010	A24x-G models

	<b>WTE2A24R-0010</b>	<b>EUAFRP3YA24R-0010</b>	<b>EUAFRPE2A24R-0010</b>	A24x-R models
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Warranty Upgrades for EonStor models with Fibre Channel drive interface (FxxF, FF)

1U Controller Head	<b>WTE2FFSR-0010</b>	<b>EUAFRP3YFFSR-0010</b>	<b>EUAFRPE2FFSR-0010</b>	FF-R and FF-S models
3U 16-bay	<b>WTE2F16SR-0010</b>	<b>EUAFRP3YF16SR-0010</b>	<b>EUAFRPE2F16SR-0010</b>	F16F-R and F16F-S models
	<b>WTE2F16J-0010</b>	<b>EUAFRP3YF16J-0010</b>	<b>EUAFRPE2F16J-0010</b>	F16F-J models

Warranty Upgrades for EonStor models with SAS drive interface (SxxS, SxxF)

2U 12-bay	<b>WTE2S12G-0010</b>	<b>EUAFRP3YS12G-0010</b>	<b>EUAFRPE2S12G-0010</b>	S12x-G models
	<b>WTE2S12R-0010</b>	<b>EUAFRP3YS12R-0010</b>	<b>EUAFRPE2S12R-0010</b>	S12x-R models
	<b>WTE2S12J-0010</b>	<b>EUAFRP3YS12J-0010</b>	<b>EUAFRPE2S12J-0010</b>	S12S-J models
3U 16-bay	<b>WTE2S16G-0010</b>	<b>EUAFRP3YS16G-0010</b>	<b>EUAFRPE2S16G-0010</b>	S16x-G models
	<b>WTE2S16R-0010</b>	<b>EUAFRP3YS16R-0010</b>	<b>EUAFRPE2S16R-0010</b>	S16x-R models
	<b>WTE2S16J-0010</b>	<b>EUAFRP3YS16J-0010</b>	<b>EUAFRPE2S16J-0010</b>	S16S-J models
4U 24-bay	<b>WTE2S24G-0010</b>	<b>EUAFRP3YS24G-0010</b>	<b>EUAFRPE2S24G-0010</b>	S24x-G models
	<b>WTE2S24R-0010</b>	<b>EUAFRP3YS24R-0010</b>	<b>EUAFRPE2S24R-0010</b>	S24x-R models

Warranty Upgrades for EonStor models with SCSI drive interface (UxxU)

2U 12-bay	<b>WTE2U12G-0010</b>	<b>EUAFRP3YU12G-0010</b>	<b>EUAFRPE2U12G-0010</b>	U12U models
3U 16-bay	<b>WTE2U16G-0010</b>	<b>EUAFRP3YU16G-0010</b>	<b>EUAFRPE2U16G-0010</b>	U16U models

\* The Infortrend RAID subsystem models listed in each category may be updated without prior notice. Please always check our web site for the latest update.

**Q7 Which models are included on the optional extended warranty (WTE2) program and Advanced FRU Replacement Plan (AFRP)?**

There is a list of included models that can be found on the web site, please visit:

[http://www.infortrend.com/europe/main/3\\_support/warranty.asp](http://www.infortrend.com/europe/main/3_support/warranty.asp)

Only models listed on this web site link are eligible. Please check for updates.

**Q8 Is the Warranty Upgrade a world wide program?**

The warranty upgrades include WTE2 and AFRP. The WTE2 is a world wide program, available as an option from world wide Infortrend branches. The AFRP currently is operating from Infortrend's European branch office in UK, for its serving regions only.

**Q9 With AFRP being purchased, if I have a request for advanced replacement FRU, can I contact other Infortrend world wide branch offices for an urgent shipment?**

No. As the AFRP is operating in EU regions only, please contact your preferred Infortrend resellers or distributors, or Infortrend's European branch office. (See the contact details by the end of this document)

**Q10 How do I request a repair, how do I request an advanced replacement FRU if I have purchased the optional AFRP?**

The entire process can be seen as two stages: Approval stage and Logistic stage.

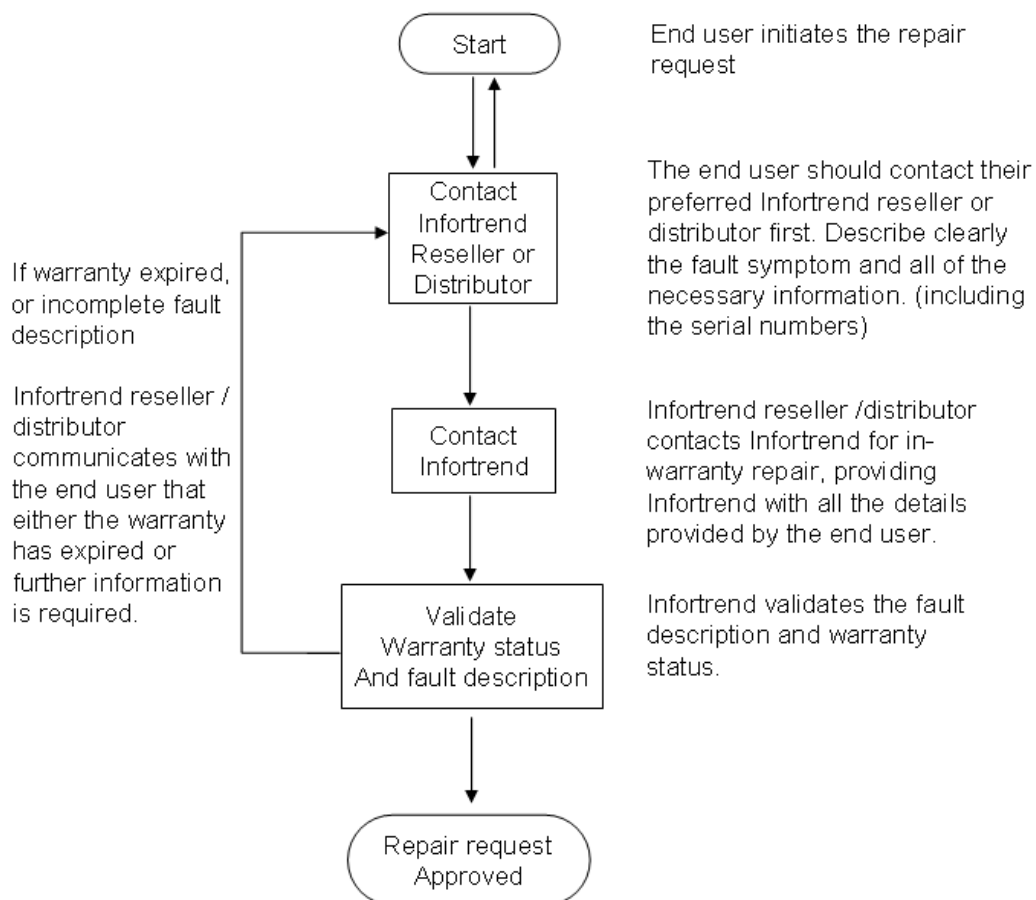
**Approval Stage:** Approving whether a fault exist

First – contact your Infortrend reseller to report the fault, provide the serial number(s) and fault description(s) in as much detail as possible. If you are able to provide a “TSDCLI” report, together when reporting the fault, it will help to accelerate the approval process. The request is approved by the in-house technical support team at Infortrend.

The TSDCLI report is a text file report generated by the Infortrend RAID controller. It contains the details of the RAID configurations, settings and events logs in the RAID. The “TSDCLI” is a utility to be used to generate this report text file. It can be downloaded from Infortrend eSupport web site at any time.

For ASIC400 and G6 models, you can also use “Embedded RAIDWatch” by opening a Internet browser and enter the IP address configured on the RAID controller. For all other models, use RAIDWatch or SANWatch to connect to the RAID. Export the configurations and event logs to a text file and attach them when reporting a technical issue.

If the fault is hardware related, for example LCD panel is not functioning, please take a picture of the faulty parts and attach it when reporting. This can help to accelerate the process.



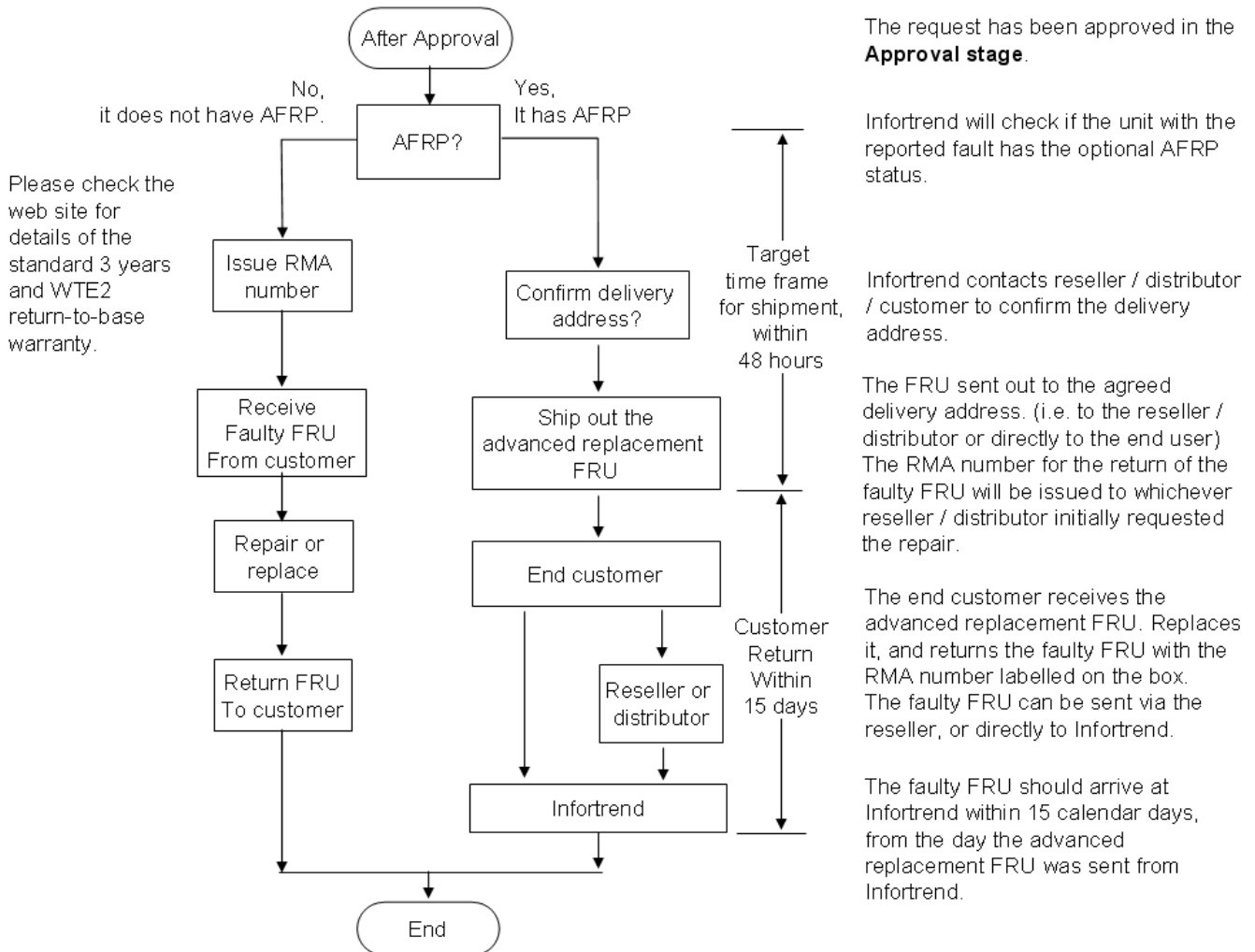
**Logistic Stage: Arrangements for shipments of FRUs**

After the request has been approved, Infortrend will be able to validate from the database records, if this particular request is eligible for advanced FRU replacement or not.

If the optional AFRP has been purchased for the unit reporting the fault, the advanced FRU replacement will be issued.

If this unit reporting the fault does not have the optional AFRP, the standard return-to-base warranty repair will apply.

(See diagram in the next page)



**Q11 What is FRU? What are the FRUs included in the AFRP?**

FRU stands for Field Replaceable Unit, which includes the following parts in a typical Infortrend RAID/JBOD subsystem:

- RAID controller module
- RAID controller cache memory module
- BBU on ASIC 266/400 models (First warranty year of a BBU)
- BBU on G6 models (First three warranty years of a BBU)
- Flash module for “CacheSafe” technology (For G6 models only)

JBOD / SBOD SES controller module

PSU (Power Supply Unit)

FAN module

Drive tray

MUX board / Dongle board (installed in the drive tray)

Host IO module

Drive IO module

Hard disk drive (HDD) / Solid State Disk (SSD) (Only applies to the HDD's/SSD's supplied by Infortrend. For non-Infortrend supplied HDD's/SSD's, these are not covered by the Infortrend warranty, WTE2 or AFRP.)

LCD front panel / LED front panel

Please note, the backplane (mid-plane) and the LCD cable (flat cable connecting to the LCD/LED module) are not included in this Advanced FRU Replacement Plan.

All other cables (Ethernet cable, Fibre optic cable, SAS cable, SCSI cable, RS-232 cable, power cable...etc) are consumable parts, subject to wear and tear and are not included in the warranty or AFRP.

#### **Q12 What about the HDD's/SSD's? Are the disk drives included in the AFRP?**

Disk drives (HDD's or SSD's) that have not been supplied by Infortrend, but via your Infortrend reseller or distributor, are not included in the standard or extended warranty. Please contact your preferred Infortrend reseller or distributor where you purchased them from, for the warranty repair to the disk drives.

Disk drives (HDD's and SSD's) purchased from Infortrend together with the RAID subsystem are included in the subsystem warranty, and covered by the optional WTE2 and AFRP.

#### **Q13 What is a BBU? Why has the BBU got one year warranty and why is it recommended to replace the BBU once a year (on ASIC266 / ASIC400 models)? Why has BBU on G6 models got three year warranty?**

On ASIC266 and ASIC400 models:

BBU stands for Battery Backup Unit. In the event of a power failure, the BBU provides the power to the cache memory module, so the unwritten cached data in the memory can be kept until the power resumes. The period of time that the BBU can provide power to the cache memory is important. When the battery is new and in good condition, it should be able to provide the power to the memory module for around 72 hours, e.g. enough for a power failure that took place over a weekend.

The life span of the battery is related to numbers of charging / discharging cycles have been done to the battery. In normal operation, the energy stored in the battery will drop down by time, and the RAID controller will charge up the battery, to ensure the maximum time the BBU can support the memory module in the event of a power failure.

After one year of operation, the power stored in the BBU may no longer be able to support the memory module for 72 hours. To ensure the maximum protection upon a power failure, it is therefore recommended to replace the BBU with a new one every year.

On G6 models:

With the “CacheSafe” is enabled: When the mains power fails, the BBU provides the power to the RAID controller module. The RAID controller will quickly backup all the unwritten data to the flash memory. The unwritten data stays for an unlimited time until the mains power resumes. Due to less BBU recharging and discharging cycles the BBU goes through, the BBU is able to operate for up to 3 years. Therefore the BBU on G6 models have 3 years warranty, together with the RAID subsystem. We recommend replacing the BBU after 3 years, to ensure the BBU can function correctly in the event of a power failure.

**Q14 Is BBU included in the AFRP?**

On ASIC266/ASIC400 models:

The standard warranty for BBU is one year RTB, the warranty period cannot be extended. However, AFRP does apply within the one year warranty of the BBU.

For the BBUs that are supplied together with the subsystem, if the BBU fails within the first warranty year of the subsystem, and the RAID subsystem which the BBU is used has AFRP, we will issue advanced replacement for the BBU.

When a new BBU has been purchased, customer should notify Infortrend that a new BBU has been used for one particular RAID subsystem (by providing the chassis serial number). Then this new BBU can benefit from the AFRP, within the one year BBU warranty, or until the AFRP expires (which ever come first).

On G6 models:

The standard warranty for BBU on G6 models is three years RTB, together with the RAID subsystem, and the warranty period cannot be extended. The optional AFRP does apply within the first three warranty years of the BBU.

After three years, when a new BBU has been purchased, customer should notify Infortrend that a new BBU has been used for one particular RAID subsystem (by providing the chassis serial number). Then this new BBU can benefit from the WTE2 and AFRP-E2.

**Q15 What is the response time (or service level) for the AFRP?**

Infortrend does its best endeavour to response the service request as soon as we can. During the office hours (5x8), we aimed the time frame after the AFRP request being approved, until the advanced replacement FRU has been issued and ship out, all within 48 hours.

Customer’s assistants will be required to speed up the approval of the AFRP request. Always provide the serial number(s) and fault descriptions in details. Attach configurations, event logs or TSDCLI report will help.

Customers who have requirements for more urgent response time, should consider the additional timed service from Infortrend resellers, distributors or 3<sup>rd</sup> party service providers. The AFRP is not designed to replace the service provided by Infortrend resellers, distributors or 3<sup>rd</sup> party service providers. The AFRP is designed to help them to provide enhanced service to their customers.

**Q16 Who will benefit from the AFRP?**

The end customers, (i.e. end users who actually use the Infortrend RAID), can benefit from the AFRP, if the reseller does not provide an additional or optional advanced replacement service for them already.

The reseller can also benefit from the AFRP by offering the AFRP into the solution to the end customers. The resellers can provide and improve the packages and services they offer to the end customer, without physically having to stock the FRUs.

**Q17 Who should purchase the AFRP?**

For the units have already sold and in use, and the models are listed in the supported model list, the end customer can contact their preferred Infortrend reseller or distributor to add on the AFRP.

The distributors and resellers can provide the AFRP as an option, or include the AFRP price into the standard pricing, for the end customer to choose.

The end customers, (i.e. end users who actually use the Infortrend RAID), should have a basic knowledge of how to replace the FRU modules, following the descriptions in the manuals, or the instructions from Infortrend technical support staff.

**Q18 Can the WTE2 and AFRP be transferred to another unit? Can they be transferred to a different user?**

The WTE2 and AFRP are registered and recorded by the RAID subsystem chassis. They cannot be transferred to a different unit.

If the RAID subsystem has been transferred (for example: sold to) to a new user, the WTE2 and AFRP still apply to this particular registered unit.

However, the new end user should contact the original Infortrend reseller, from where the unit was originally purchased by the original end user. Alternatively, the new end user should contact their preferred Infortrend reseller or distributor.

The Infortrend reseller or distributor will help to assist to process the AFRP, WTE2 or standard in-warranty repair. However, as the original sales agreement was between the original Infortrend reseller and the original end user, there is no sales agreement with the new end user. In this situation therefore, the Infortrend reseller or distributor is not under any obligation to provide this service free of charge.

**Q19 Where does the advanced replacement FRU ship to? If the installation site cannot accept goods, what arrangement can be done?**

If the AFRP was purchased through an Infortrend reseller or distributor, we can issue the advanced replacement FRU to the Infortrend reseller or distributor, then the Infortrend reseller/distributor can pass it to the end customer or help the end customer to exchange the FRUs (depending on the agreement between the end customer and the Infortrend reseller/distributor).

We can also arrange for the advanced replacement FRU to be sent directly to the installation address of the end customer site.

If the installation site cannot accept goods by any reason, please clearly describe this requirement when contacting Infortrend on service and repairs. Shipping to a validated alternative address is possible.

Please note that we can only ship the advanced FRU replacement parts to the destinations where our insurance covers, this includes the following countries:

Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland and United Kingdom. We may update the areas and countries that we can deliver to, without prior notice.

**Q20 Will Infortrend use the fastest way to deliver the advanced replacement FRU?**

Infortrend uses the international couriers (For example: DHL) to ship the advanced replacement FRUs. Please note not all the areas / cities / countries can be delivered with the fastest option, due to physical or geographical limitations stated by the couriers. When it is possible, Infortrend will use the next day delivery option to deliver the advanced replacement FRUs.

**Q21 Who pays for the shipping cost?**

For standard 3 years warranty, additional 2 years extended warranty (WTE2) and Advanced FRU Replacement Plan (AFRP 3Y, AFRP E2): Infortrend pays the shipping cost of the FRU from Infortrend to the customer. The customer pays the shipping cost of the FRU from customer's address to Infortrend. All the deliveries should be sent with the insured option, and the ability to provide the delivery status and proof of delivery. Do not use a delivery service that does not have the ability to track the shipping status, or to provide "proof of delivery".

**Q22 When customer received the advanced replacement FRU by the optional AFRP, how soon should the customer ship the faulty FRU back to Infortrend?**

The faulty FRU should arrive to Infortrend's address within 15 calendar days, from the day the advanced replacement FRU was shipping out to the customer from Infortrend.

**Q23 If the customer does not send back the faulty FRU, or the returning FRU didn't arrive within 15 calendar days, what will happen?**

In AFRP, before Infortrend received the faulty FRU returned from the customer, the advanced replacement FRU that was sent to the customer still remains the property of Infortrend. Once Infortrend has received the faulty FRU returned from the customer, the advanced replacement FRU previously sent to the customer will become customer's property, and the faulty FRU returned to Infortrend will become Infortrend's property.

When the customer has received the advanced replacement FRU, the customer should replace the FRU as soon as they can. After the replacement, send back the faulty FRU to Infortrend as soon as possible. The faulty FRU should be returned and arrive to Infortrend's address within 15 calendar days, counting from the day that the advanced replacement FRU was shipped out from Infortrend.

If the customer has returned the FRU, please contact us with the delivery tracking number, and "prove of delivery".

When it is out of 15 calendar days and customer did not provide "prove of delivery", we will issue invoice to the customer for the advanced FRU plus the delivery charge of the advanced replacement FRU.

**Q24 If the end customer applied the AFRP via an Infortrend reseller or distributor, the advanced replacement FRU was requested by the Infortrend reseller / distributor to send directly to the end customer. If the end customer did not return the faulty FRU, who will be paying for that?**

When the RMA request or AFRP request was applied via an Infortrend reseller or distributor, this Infortrend reseller or distributor will be the account payable and will be responsible for this particular AFRP. If the end customer does not return the FRU, the invoice will be sent to the Infortrend reseller or distributor, not directly to the end customer.

**Q25 If I am not satisfied to the service I received from the optional WTE2 and AFRP, or if I have suggestions and comments, whom should I contact to?**

In the situations that you are not satisfied with the service you received from Infortrend, from the optional WTE2 and AFRP, or if you would like to suggest or comments to our services, please write e-mail to: [sales.eu@infortrend.com](mailto:sales.eu@infortrend.com) Upon receiving your e-mail, we will look into it seriously and come back to you as soon as we can.

**Q26 What are the standard warranty terms?**

The standard 3-year RTB (Return-to-Base) warranty is provided from Infortrend to its direct customers. The details of the standard warranty terms can be viewed at: [http://www.infortrend.com/europe/main/3\\_support/warranty.asp](http://www.infortrend.com/europe/main/3_support/warranty.asp)

**Q27 What are the Extended Warranty terms?**

The optional Extended Warranty can be purchased to extend the standard 3-year RTB (Return-to-Base) to 5-year RTB. The details of the Extended Warranty terms can be viewed at: [http://www.infortrend.com/europe/main/3\\_support/warranty.asp](http://www.infortrend.com/europe/main/3_support/warranty.asp)

**Q28 Can I purchase the WTE2 and AFRP again on the same unit, to extend the warranty beyond 5 years?**

No. The WTE2 will extend the standard 3-year warranty with an additional 2 years (5 years altogether). It is not possible to extend the warranty beyond that. The AFRP will only valid when within the

standard 3 years RTB warranty and the optional WTE2 period. The AFRP will not be available or valid beyond 5 years.

**Q29 Can I purchase the extended warranty (WTE2) or Advanced FRU Replacement Plan (AFRP) on spare parts like PSU, FAN or Controller module (FRUs)?**

No. Spare parts purchased separately all include the standard 3-year warranty; the extended warranty cannot be added on to spare parts purchased separately. The WTE2 and AFRP can only be purchased and registered to a particular RAID subsystem chassis serial number.

The standard and extended warranty applies to the complete subsystem, including its FRUs (e.g. PSU, FAN, controller modules...etc).

**Q30 If I purchase spare parts, put them on the shelf for future use. When a part has failed in my subsystem, after replacing with a spare part, what are the warranty periods on them?**

The spare parts purchased separately have a standard 3-year warranty. If a spare part has been used to replace the faulty part in a subsystem, you will need to register this exchange with Infortrend by e-mail, in order to exchange the warranty status between the two parts.

Once this exchange has been registered, the roles and warranties of them will be exchanged. The spare parts used in the chassis will become a part of the subsystem, benefiting from the same warranty period as the subsystem. The faulty parts used in the subsystem will then become the spare parts, updated with the warranty period which the replacement spare parts used to have left.

To register this spare parts exchange, please include the following information on an e-mail:

- Subsystem chassis serial number
- Faulty parts serial number
- Replacement parts serial number
- Your contact e-mail address

Send this e-mail to [extended.warranty@infortrend.com](mailto:extended.warranty@infortrend.com), with e-mail subject "Warranty Register". Please use "e-mail receipt" function when sending this e-mail, to make sure that we have received your e-mail.

When we receive this e-mail from you, we will update our database, and exchange the warranty period between the faulty and replacement parts, based on the warranty from the subsystem chassis serial number. We will e-mail you to confirm this update has been completed.

If we didn't receive an e-mail from you to register this spare parts exchange, the original spare part will still have its own standard 3-year warranty. A part from the subsystem will have the warranty period of the original subsystem chassis, when it was shipped out from Infortrend factory.

**Q31 Whom should I contact when my Infortrend product needs a repair service?**

Use the same procedure as the standard warranty. Please contact your preferred Infortrend reseller or distributor where the unit was purchased from, they will help you to request and will help to send the product to Infortrend for repair.

With the optional extended warranty, the difference to the standard 3-year warranty is the warranty period. All other details and procedures are the same.

**Q32 When I request a repair, how does Infortrend know if this product is within its warranty period?**

All product warranty is based upon the subsystem chassis serial number. The optional extended warranty is registered to the subsystem chassis serial number in our database. The chassis serial number and all its components and field replaceable units (FRUs)'s serial number are registered in the database too. When you request a product repair, by providing the serial number of the chassis and the component serial number, we will be able to validate and confirm if this is an in-warranty or out-of-warranty repair.

**Q33 By purchasing the extended warranty, does it extend my Infortrend eSupport membership too?**

The Infortrend eSupport service is not linked to the warranty period of the product.

The Infortrend eSupport is a good tool for Infortrend users to find out more technical information about their Infortrend products. It also provides customers with a way to contact Infortrend directly, should you have any technical questions after reading through the manuals included with your subsystems.

Simply find the chassis serial number and register yourself on the eSupport web site:

<http://esupport.infortrend-europe.com>

We will approve your eSupport membership once we have validated your product serial number and product purchase.

The eSupport service is not designed to replace the technical assistance and support provided by your preferred Infortrend reseller / distributor. Please always read the manuals included with the product, and in the first instance request help from your Infortrend reseller / distributor from where the product was initially purchased.

Currently the Infortrend eSupport service is free to Infortrend customers and product users. However, we are not able to guarantee keeping the eSupport service free indefinitely.

**If you require any additional information, please contact us by e-mail: [sales.eu@infortrend.com](mailto:sales.eu@infortrend.com), or contact your preferred Infortrend reseller / distributor.**



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