



**NECCare Platinum/100 Service  
and Warranty Guide**

*Express5800/R120f-1M, R120f-2M and  
R120f-2E SR (storage rich)*

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## Introduction

NEC Corporation of America, “NEC”, offers one of the strongest warranty programs in the computer industry. This document will focus on the NECCare Platinum/100 Series Warranty program for the Express5800/100 Series Servers.

## Program Highlights

NEC Corporation of America’s Platinum NECCare Warranty Program offers you the following benefits:

- 3-Years Platinum<sup>1</sup> Hardware Warranty coverage
- 3-Years, 4-hour Onsite support repair “Or” 3-Years Customer Replacement Units (CRU) parts replacement after phone diagnosis.
  - An authorized service technician will be dispatched to be on-site within 4-hours if NEC Technical Support deems a technician is necessary following troubleshooting efforts between the Customer and NEC.
  - Replacement parts will also arrive within 4-hours of problem diagnosis. Spare parts will be stored at a NEC authorized stocking location within a 50-mile radius of the customer installation address.
- 2-Years Limited Warranty coverage for the DAC Battery.<sup>2</sup>
- The parts pool<sup>3</sup> for Platinum Maintenance and Support are stocked after the receipt of Customers’ purchase order by NEC. Lead-time is dependent on parts availability. NEC will inform Customer by email when parts are in place.
- 24x7 Email Alert Monitoring

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<sup>1</sup> NECAM will use commercially reasonable best efforts to provide Same Day 4-hour on-site service. NECAM is not responsible for service calls missed outside the control of NECAM. If your location is outside of a NECAM authorized service coverage area, the response time may be longer and/or an additional travel charge may be assessed. Response times are objectives and not guarantees. In some cases, on-site service may not be available. All service response times are contingent upon parts availability. **Customer must be able to sign and receive parts as requested by NEC to meet 4-Hour, Same-day Service.**

<sup>2</sup> NEC will provide warranty replacement coverage for the DAC Battery for a maximum of 2 Years (24 months) from the time of installation of the server. Any replacement required for the DAC Battery after the 2 year period will be at the expense of the customer.

<sup>3</sup> NECAM does not position all spare parts within the Platinum 50-mile radius spare parts pool for every unit that is shipped. The Platinum Spare Parts Pool contains parts that may have industry documented regular failure rates, such as hard disk drives. Parts that are not deemed at-risk are stocked at NECAM’s regular warehouse location and shipped on a Next Day shipment to the customer.

- Must have access to access to active email application.NEC Service Management software needs to be enabled and configured to monitor fatal and recoverable hardware errors resulting in Email notifications to the systems administrator and NEC Technical support.
- Extended Maintenance Support Contract Coverage is available for purchase to extend to a maximum of 2 additional years support, for coverage of the servers maximum 5 year lifetime support.
- 24x7 Toll-free hardware technical support in the Continental US, Hawaii, Alaska, Canada, and Puerto Rico.

## Registered Limited Warranty

NEC Corporation of America warrants this Product to be free from defects in material and workmanship, and agrees to repair or replace any part of the enclosed unit that proves defective under these terms and conditions.

If service requires the replacement of any parts, components, or modules, the replacement items become the property of Customer and the replaced items become the property of NEC. The warranty period for the Machine is from its original Date of Installation; the date on the invoice is considered the Date of Installation unless NEC notifies you otherwise.

NEC may use new, used, serviceable, or reconditioned parts, components, or modules that are in good working order as replacements. Replacement items shall be of like kind and quality of those replaced. Spare parts are warranted for ninety (90) days. Hard Disk Drive hardware warranty coverage is 3 years. Replacement cost for years 4 & 5 must be purchase at the cost of the customer. Hard Drives must be purchased from NEC in order to be warranted and serviced by NEC.

If you do not register your Server with NEC, you will be required to present proof of purchase as evidence of your entitlement for warranty service. Please retain your proof of purchase with your records.

## Who is Protected?

This warranty may be enforced only by the original purchaser of the Product and is not transferable.

## What is Covered and What is Not Covered?

Except as specified below, this warranty covers all defects in material or workmanship in this Product. The following are not covered by this warranty:

1. Any Product that is not distributed in the U.S.A. or Canada by NEC Corporation of America.
2. Any Product that has been removed from the U.S.A. or Canada.
3. Any Product on which the serial number has been defaced, modified, or removed.
4. Damage, deterioration, or malfunction resulting from:
  - Accident, misuse, abuse, neglect, fire, water, lightning or other acts of nature, improper storage, unauthorized Product modification, or failure to follow instructions supplied with the Product.
  - Alteration, repair or attempted repair by anyone not authorized by NEC Corporation of America.
  - Any shipment, re-shipment or physical movement of the Product (claims must be presented to the carrier.)
  - Relocation, removal or installation or re-installation of the Product.
  - Any other cause that does not relate to a Product defect.
5. Cartons, carrying cases, external cabinets, magnetic or digital tapes, or any accessories used in connection with the Product.
6. This warranty covers only NEC Corporation of America -supplied components. Service required as a result of third party components is not covered under this warranty, including third-party software even if it is distributed by NEC.

## What NEC Corporation of America Will and Will Not Pay For

NEC Corporation of America will pay labor and material expenses for covered items, but NEC Corporation of America will not pay for the following:

1. Removal or installation charges.
2. Payment of shipping related charge incurred in returning the Product for warranty repair.
3. Costs of initial technical adjustments (set-up), including adjustment of user controls.

## How You Can Get Warranty Service

Express5800/100 Series NECCare Customers in the continental U.S. and Canada have one phone number to use when calling for technical support or hardware repair on their servers. Calls for initiating a repair request should be made by calling 1-877-632-0064. Be prepared to provide the Serial Number of your server to NEC for quick response.

For easy reference, write down your Serial Number here and keep this document in a safe and accessible location.

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When arranging for a hardware repair, you will speak with a trained technician. The technician will determine whether you have a hardware or software failure and then will provide you with the appropriate service options.

### On-Site Service

If NEC requires and authorizes on-site service for your repair, a qualified technician will arrive at your location on the Next Business Day from the time of dispatch. If you are located outside of a service coverage area, travel charges will be applied.

### RMA (Return Material Authorization)

All parts or systems returned to NEC must be accompanied with an RMA (Return Material Authorization) number. To obtain an RMA number for your products return, please contact NEC's Technical Support line at 1-877-NEC-0064.

## Limitation of Damages and Implied Warranties

NEC Corporation of America's sole liability for any defective product is limited to the repair or replacement of the product at our option. NEC Corporation of America shall not be liable for:

1. Damage to other property caused by any defects in this product, damages based upon inconvenience, loss of use of the product, loss of time or data, commercial loss; or
2. Any other damages of any kind.

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**NEC CORPORATION OF AMERICA MAKES NO OTHER EXPRESS WARRANTY WITH RESPECT TO THIS PRODUCT. ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, ARE LIMITED IN DURATION TO THE TERM OF THE EXPRESS WARRANTY STATED HEREIN. LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES**

**UNDER ANY WARRANTIES IS EXCLUDED TO THE EXTENT PERMITTED BY LAW.**

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**Note:** Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

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This warranty gives you specific legal rights, and you may also have other rights that vary from state to state and province to province.

**Note:** All Products returned to NEC Corporation of America for service MUST have prior approval. This may be obtained by calling 1-877-632-0064.

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This Product is warranted in accordance with the terms of this limited warranty. Consumers are cautioned that Product performance is affected by system configuration, software, the application, customer data, and operator control of the system, among other factors.

While NEC Corporation of America products are considered to be compatible with many systems, the specific functional implementation by the Customers of the product may vary.

Therefore, the suitability of a product for a specific purpose or application must be determined by the customer and is not warranted by NEC Corporation of America.

**For more information, telephone 1-877-632-0064.**



