



Service Description

Installation and Inspection of a Dell PowerEdge™ Server

Service SKUs

See Appendix A.

Service Overview

This service provides for the physical installation, inspection, and power-up of one new Dell PowerEdge server (the "Supported Product" or "Supported Products") into a Dell supported rack or standalone setup, as set forth more specifically in this Service Description (the "Service" or "Services"). This Service includes installation into a Dell supported rack, connection of Customer-supplied cables, and installation of Customer-supplied Dell power distribution units ("PDU"s) as needed to ensure proper functionality of the Supported Product. If the Supported Product is already installed in a rack, this Service provides for relocation of the Supported Product to a different rack (within close proximity) or a different position within the same rack (de-installation and reinstallation).

This Service will be provided during normal Dell business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise in Appendix B. Any services beyond normal Dell business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Dell project manager.

Key Service Steps

- **Installation of the Supported Product:**
 1. Unpack new Supported Product and inspect all hardware prior to installation.
 2. Mount the Supported Product:
 - a. For deskside installation:
 - i. Place the Supported Product in the Customer-designated location.
 - ii. Connect the power cables to a Customer-provided outlet.
 - b. For rack installation:
 - i. Mount rack related hardware (such as rails, brackets and tray) onto the rack.
 - ii. If needed, remove components (such as blades, power supplies and drives) from the Supported Product to ease the installation by reducing the overall lifting weight.
 - iii. Mount the Supported Product into the rack.
 - iv. Reinstall any components that were removed in the steps above.
 - v. Install Customer-provided Dell-branded PDU(s) onto the rack, as needed for the proper power configuration of the Supported Product.
 - vi. Install and route power cables to the Supported Product.
 3. Inspect ion:
 - a. Open the system.
 - b. Reseat all peripheral cards.
 - c. Reseat all memory modules and risers.
 - d. Reseat all power supplies.
 - e. Reseat all hard drives.
 - f. Ensure all cables are properly seated.
 - g. Inspect for any damage.
 4. Connect the Customer-provided cables to the Supported Product (such as network, keyboard, mouse, and video), if needed.
 5. Attach any Customer-provided pre-printed labels (up to a maximum of 10) to the cables or the Supported Product, if requested by the Customer.
 6. Organize, group and bind cables in an orderly fashion to allow for easy access to the Supported Product.
 7. Power up the Supported Product, perform initial system boot and ensure that there are no visible fault indicators.
 8. If the storage or peripheral device is equipped with a network management feature, configure the network internet protocol ("IP") parameters as per the Customer-provided parameters.



9. Remove all packaging material to a Customer-designated area within the immediate (within 10 meters of the) installation location, or arrange with the Customer for Customer removal.

Not Included with this Service

- Modification of a non-Dell rack to accept new Supported Product to be installed.
- Installing cables external to the rack.
- Installation or configuration of any software.
- Any migration of data or applications.
- Re-positioning other components in an existing rack.
- Removal or installation of any product into an unsupported rack.
- Routing of any Customer provided cables not related to this Supported Product.
- Any labels or printing of labels.
- Configuration of any blade input/output ("IO") modules.
- Removal of packing materials or other debris.
- Any activities other than those specifically noted in this Service Description.

Customer's Responsibilities

- **Authority to Grant Access.** Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.
- **Cooperate with Phone Analyst and On-site Technician.** Customer agrees to cooperate with and follow the instructions given by Dell phone analyst and its on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.
- **Supported Releases.** Customer must maintain software and Supported Product(s) at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or as specified on www.support.dell.com for Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep the Support System(s) eligible for this Service.
- **Third Party Warranties.** These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. It is Customer's responsibility to ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. **DELL DOES NOT TAKE RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE DELL SERVICES MAY HAVE ON THOSE WARRANTIES.**
- **On-Site Obligations.** Where Services require on-site performance, Customer must provide free, safe and sufficient access to Customer's facilities and the Supported Product(s). Sufficient access includes ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and keyboard must also be provided (at NO cost to Dell), if the system does not already include these items.
- **Site Preparations:**
 1. Place the Supported Product in the immediate area of the rack into which it will be installed.
 2. Ensure that the required power outlets are installed and functional.
 3. Provide Dell PDU(s), as needed to properly power the Supported Product.
 4. Provide all other cabling necessary for the functionality of the Supported Product.
 5. Provide pre-printed labels to label the Supported Product or any attached cables, if requested.
 6. Provide any cable ties other than the standard Dell supplied plastic cable ties, if requested.

Customer Data Backup Responsibilities

Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service. **DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of the services or support or any act or omission, including negligence, by Dell or a third-party service provider.**

Terms & Conditions Overview

This agreement ("Agreement" or "Service Description") is made between the customer ("you" or "Customer") and the Dell entity identified on Customer's invoice. For purposes of this Agreement the term "Dell" shall mean Dell Marketing L.P. or, if



applicable, the Dell entity identified on Customer's invoice. By purchasing these Services (as defined herein) from Dell, Customer agrees to be bound by all terms and conditions set forth in this document. Customer agrees that renewing, modifying, extending or continuing to utilize the Services beyond the initial term is subject to the then-current Service Description available for review at www.dell.com/servicecontracts.

- **Direct Purchasers & End Users Who Purchase Dell Services from a Reseller.** This Service is provided in connection with Customer's separate signed master services agreement with Dell or, in the absence of such agreement, Dell's standard Customer Master Services Agreement ("CMSA"), which can be obtained at www.dell.com/servicecontracts and incorporated by reference in its entirety herein.
- **PartnerDirect Registered or Certified Partners and Resellers.** This Service is provided for resale by its authorized resellers in connection with Dell's Terms and Conditions of Sale for Persons or Entities Purchasing to Resell, which can be obtained at www.dell.com/servicecontracts and incorporated by reference in its entirety herein.
- **Dell Services License Agreement & Acceptable Use Policy.** Use of hosted software services, subscription services and software tools by Customer (including anyone authorized by Customer to use the Services), a Dell authorized reseller or managed service provider in connection with this Agreement is pursuant to additional terms of use (including acceptable usage policies) available at www.dell.com/AUP and incorporated by reference in its entirety herein.

Important Additional Information

- A. **Assignment.** Dell may assign this Service and/or Service Description to qualified third party service providers.
- B. **Cancellation.** Subject to the applicable product and services return policy for Customer's geographic location, Customer may terminate this Service within a defined number of days of Customer's receipt of the Supported Product by providing Dell with written notice of cancellation. If Customer cancels this Service within that period, Dell will send Customer a full refund less the costs of support claims, if any, made under this Service Description. However, if that period has transpired since Customer's receipt of the Supported Product, Customer may not cancel this Service except as provided by an applicable state/country/province law which may not be varied by agreement.

Dell may cancel this Service at any time during the Service term for any of the following reasons:

- Customer fails to pay the total price for this Service in accordance with the invoice terms;
- Customer refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless state law requires other cancellation provisions that may not be varied by agreement. IF DELL CANCELS THIS SERVICE PURSUANT TO THIS PARAGRAPH, CUSTOMER SHALL NOT BE ENTITLED TO ANY REFUND OF FEES PAID OR DUE TO DELL.

- C. **Support Limitations.** Dell is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the Supported Product was designed.
- D. **Service Parts Ownership.** All Dell service parts removed from the Supported Product and returned to Dell become the property of Dell. Customer must pay Dell at the current retail price(s) for any service parts removed from the System and retained by Customer (except for hard drives from systems covered by Keep Your Hard Drive service) if Customer has received replacement parts from Dell. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs.
- E. **Optional Services.** Optional services (including point-of-need support, installation, consulting, managed, and professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Agreement.
- F. **Term and Renewal.** Customer will receive Services for the term indicated on Customer's Dell invoice. Prior to the expiration of the service term, Customer may be entitled to extend the term depending on available options then in effect and in accordance with Dell's then-current procedures.

In addition, Dell may, at its option, propose to renew this Service by sending Customer an invoice to renew the Services. Customer may, at its option (where permitted by law), agree to such renewal of the Services by paying such invoice by the due date. Payment of renewal invoices shall indicate Customer's agreement to extend the term of this Service. By renewing this



Service, Customer agrees that the then-current terms will apply to the renewal period. If Customer elects not to pay a renewal invoice, Services will be discontinued as of the expiration date set forth on the original or last paid Customer invoice.

PowerVault, PowerEdge, PowerConnect and EqualLogic are trademarks of Dell, Inc.



Appendix A

Service SKUs

Americas

Legend	SKU #	Description – PowerEdge Servers	Provider
UMOUNT	923-7699	INSTL+,PE SERVER,HWT,UNY	UNY
QMOUNT	923-7709	INSTL+,PE SERVER,HWT,QLX	QLX
	925-4179	INSTALL, Plus, PE SERVER, HWT, UNY,LA	

EMEA

SKU #	Description	Provider
683-14625	Installation and inspection of a Dell PowerEdge server.	

APJ

Dispatch	SKU #	Description	Provider



Appendix B

Exceptions to Dell Business Hours

Country	Dell Business Hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, El Salvador, Gran Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos	8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, India, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM