

SunSM Hardware Only Support



Affordable remote support and on-site hardware service.

Highlights

Telephone and online assistance from Sun support specialists

On-site support for hardware problems with a choice of coverage hours and response times

24/7 access to Sun's technical knowledge database

Online self-service resources

Key Benefits

Resolve technical issues to your satisfaction

Easily budget hardware maintenance and support

Have confidence — knowing that you're backed by Sun

As a SunSM Hardware Only Support customer, you get the hardware service you need at a price you can afford from the people who know Sun hardware best. Get your questions answered by our experienced product support engineers, online and on the phone, during the time you choose to meet your business needs. And when your hardware issue requires on-site help, an engineer from our local Sun office can be there to provide assistance. For coverage details, please refer to the features table on the back.

Choose the Service to Support Your Needs

Sun Hardware Only Support offers you a choice of services to best support the needs of your business:

- *Next Business Day Service* – In the event that on-site support is needed for hardware problems, Sun will provide assistance within one business day of determining that on-site support is needed.
- *Same Business Day Service** – Should on-site support assistance be required for hardware problems, calls will be responded to during the same business day within 4 hours of determining that on-site support is required.
- *24/7* Service* – Hardware support calls may be placed at any time. If on-site support is deemed necessary, it will be provided around the clock within 4 hours of determining that on-site support is required.

* These options are available only on certain hardware platforms.

Online Resources

Sun Hardware Only Support coverage includes 24/7 access to our Online Support Center and SunSolve™ Online Knowledge Database — the same database used by Sun engineers. Any time, day or night, you can research technical issues, place and track service requests, and sign up for e-mail notification of revisions and updates to technical information.

Sun Value You Can Afford

You've come to expect the best in support from Sun. When you choose Hardware Only Support, you get the same, trusted Sun expertise as our SunSpectrum customers to help you maximize the performance and availability of your Sun servers, but at a lower cost.

Features and Benefits of Hardware Only Support

Feature	How it Works	Benefit
Online and telephone hardware support	Receive unlimited online and telephone support for all supported hardware during Sun's normal local business hours. Specific coverage hours may vary by country or location.	Get answers from Sun's experienced product support engineers.
On-site support for hardware problems	In the event Sun determines that on-site assistance is required, Sun will arrive on-site for hardware only support in line with the commitments of the Hardware Only Service that you have selected: > <i>Next Business Day Service</i> – within 1 business day of determining that on-site support is required. Support is available during normal business hours. > <i>Same Business Day Service*</i> – during the same business day of determining that on-site support is required. Support is available during normal business hours. > <i>24 /7 Service*</i> – within 4 hours of determining that on-site support is required. Support is available around the clock.	Receive responsive on-site assistance to help you maintain system availability.
Field change orders	Access selected system modification recommendations issued by Sun.	Get ready access to important Sun system advisories.
Replacement hardware parts	If Sun determines that replacement of a hardware part is necessary, Sun will deliver the replacement part to your site. Sun service personnel will replace the malfunctioning part, unless Sun determines that the part is customer-installable.	Solve hardware issues and get up and running fast.
Sun™ Online Support Center	Access the Sun Online Support Center to request support, track status of existing support requests, and maintain your list of support-contract contacts. Offerings are constantly evolving; services may vary by country.	Enjoy the convenience of online services, tools and resources.
SunSolve Online Knowledge Database	Get 24/7 access to informational articles, reference guides technical documents, help-desk support articles, and bug and patch reports for previously identified hardware issues. Request SunSolve EarlyNotifier™ service to be informed of revisions and updates to SunSolve documents.	Use the same knowledge database used by Sun engineers to help sustain and improve functionality, availability and system performance.
Asset reporting and self-monitoring	Use Web-based tools for monitoring, configuration, patch collection and reporting, to help you manage your Sun servers.	Monitor and manage your Sun servers anytime, anywhere.
Remote Diagnostic Analysis	At your request, Sun engineers will perform remote diagnostics and troubleshooting.	Resolve problems quickly by directly identifying issues.

IMPORTANT NOTES: Specific features and coverage hours or response times may vary by country or location. Response time may also vary depending on customer's proximity to a Sun local service office. Remote diagnostic analysis service may require a customer-provided gateway. Online Support Center features vary by country. Please refer to the service listing for Sun Hardware Only Support located online at www.sun.com/service/servicelist.

*These options are available only on certain hardware platforms.

Take the next step

For more information or to receive a service quote, contact your Sun sales representative or a Sun authorized reseller.

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