

# Pogo Linux Onsite Support Services

## Warranty Services Programs

Pogo Linux offers the following warranty services by partnering with SERVICESolv:

- Worldwide – on-site support both same day and next business day
- RMA/Depot repair support
- Advanced Replacement of Parts Support

Our Model:

- Pogo Linux has partnered with SERVICESolv to offer on-site support worldwide including supplying replacement parts.
- In the event of a failure, the end-user is to contact Pogo Linux Support during regular business hours (9am-5pm Pacific Time) either by phone or email to start the diagnostic process. Customers who have purchased onsite support or international support and need help can immediately contact the SERVICESolv helpdesk directly.
- The end user is to provide their system serial number so that our certified help desk technicians can immediately call up the system details from our database to facilitate diagnostics and troubleshooting over the phone.
- A minimum amount of trouble-shooting is required with the end-user to properly determine what parts are to be dispatched.
- If the diagnosis is complete by 2:00 pm Pacific Time we will arrange to have the spare parts shipped using next business day delivery service in North America and, if possible, next business day delivery internationally.
- Replacement parts are subject to availability, and under some circumstances logistical or business constraints may mean that part replacement is delayed or that an alternate replacement part is provided instead.
- For those customers with Next business day on-site support, Pogo Linux and SERVICESolv will arrange to have the locally based on-site technician available to be on-site the next business day, provided that the parts have arrived (or are stored on-site).
  - *Pogo Linux does recommend that for international customers, a spare parts kit should be purchased with the unit to have on-site – if true next business day on-site support is to be achieved.*

## **POGO LINUX STANDARD WARRANTY OFFERINGS:**

### **STD. SERVICES: 8/5 Help Desk with Next Business Day (NBD) on-site Response:**

- Technical help desk support is available between the hours of 9:00 AM to 5:00 PM Pacific Time, Monday through Friday.
- On-site hours of coverage of 9:00am to 5:00pm site's local time, Monday through Friday – with Next Business Day Response.
  - If Customer needs an on-site support visit to take place after business hours, on weekends, or on a holiday, Pogo Linux and SERVICESolv can perform this at an additional cost.
- Due to parts logistics capabilities, the diagnosis must be complete (with necessary replacement parts identified) by 2pm Pacific time for next business day on-site to take place. If the diagnosis is not complete by 2pm Pacific time, next business day becomes the following business day (see below for further explanation).
- Spare / replacement parts must have arrived on-site before a technician is dispatched.
- Pogo Linux and SERVICESolv will respond to the end-user location as soon as possible and no later than the next business day.

### **WHAT DOES NEXT BUSINESS DAY MEAN?**

- NBD: If call is diagnosed before 2:00pm Pacific Time, an on-site technician can be dispatched to the site the next business day.
- An on-site technician will be dispatched to the site the next business day after diagnosis is complete and assuming parts are available.
- Spare parts are shipped "same day" if time allows and shipped via over-night priority.
  - Spare parts are subject to availability. Parts will be shipped overnight as soon as they become available.

### **WHAT TO EXPECT FROM OUR ON-SITE TECHNICIANS AND THEIR CAPABILITIES:**

- It is very important to understand that our on-site technicians are a contracted network of locally based companies and technicians all over America (and the world). They are our smart pair of hands and eyes, and are computer break/fix technicians.
- The Coverage and Pricing Model is able to offer very aggressive warranty pricing by having "break/fix" technicians locally based all over the world, paired with the diagnostic expertise here at Pogo Linux.
- The on-site technicians are interviewed, reference checked, and "hand-picked" for each on-site visit. A complete "pre-game" call and program takes place before each and every on-site to ensure our on-site partner is fully prepared to perform his or her duties!
- The Customer should not expect that the on-site technician is going to be a software or operating system expert.
- It is important to note that not all repairs can be performed in the field. If a problem cannot be adequately diagnosed over the phone, a system may have to come back for return to depot repair.

## WHAT PARTS ARE FIELD REPLACEABLE BY AN ON-SITE TECHNICIAN:

- Hard drives and battery back-up units are supported under the standard advanced replacement warranty. Technicians will not be dispatched to replace these units.
- Chassis changes or repair can only be performed with return to depot service.
- It is always at the discretion of Pogo Linux and the third party service provider whether a component can be safely and reliably replaced in the field.

## WHAT TO DO IF YOU HAVE A SERVICE ISSUE

### Service Call Processing:

- 1) **Contact Support:**
  - a) **8x5 Support Contracts (9am-5pm PST)**
    - i) **Contact Pogo Linux Support directly:**
      - (1) Telephone: 425-898-2200 option 2 or toll free at 1-888-828-7646 option 2
      - (2) Email: [support@pogolinux.com](mailto:support@pogolinux.com)
- 2) For all Service warranty calls, please be prepared to provide the site name, address and telephone number, plus the site contact name. Also provide a brief description of the problem, the model and serial number(s) of the affected equipment, and a brief description of the diagnosis by your personnel. ***It is very important that you have the system serial number so our help desk can immediately look up your information in our database for quicker and more effective diagnosis of your problem.***
- 3) A service call will be logged into our service call system, and a technical service representative will call the site contact within one hour.
- 4) Our technical service representative will provide additional diagnosis, and will coordinate the dispatch of parts and on-site service technicians as needed. Our service goal is to diagnose and dispatch on the day each service call is received and complete service on the next business day. Service calls opened after 2:00 P.M. (Pacific Time) each day will be processed on a best effort basis, customer site demographics may impact same-day parts and on-site services procurement.
- 5) Your warranty purchase requires that you allow our help desk to perform a minimum amount of troubleshooting / diagnostics to provide indicators of the appropriate actions required to resolve the failure and to identify which spare parts may be required. If you would like to have an on-site technician make a “troubleshooting/diagnostic” visit, we would be happy to quote this for you.
- 6) In some rare cases, conclusive diagnosis may not be possible in the field. In these cases a system will need to be returned to Pogo Linux for return to depot service. It is at the discretion of Pogo Linux and SERVICESolv about what can and cannot be diagnosed in the field.

## **On-Site Support Warranty Coverage and Limitations**

The Services Warranty Service Plan purchased by you determines the services provided and the period of warranty coverage.

The Warranty Service Plan provides for the replacement of Server/Workstation components that fail due to manufacturing defects in materials and workmanship. Excluded from warranty coverage are acts of nature, such as electrical storms, floods, fire, etc., acts of war and terrorism, criminal acts, and customer damage and negligence.

Upon receipt of a service request from you, the help desk will contact you promptly to begin diagnosis and arrange a time for the delivery of service. After diagnosis has been performed, the help desk will then coordinate the dispatch of service parts and field engineers to your site within the terms of your Warranty Service Plan.

Under the terms of the service plan, you are responsible for providing our field service engineers with access to your Server/Workstation in a safe environment.

If spare parts have been shipped to you, shipping labels will have been included for the return of unused and defective parts after service is complete. You agree to properly package parts for return and deliver the package(s) to the selected courier for return to the appropriate address on the return shipping label. Please contact Pogo Linux at 888-828-7646 immediately for assistance with parts return issues.

You are responsible for the replacement price of parts that are not returned and for those damaged in transit due to improper packaging. If parts return shipments are not received within 10 business days of the completion of the repair to your Server/Workstation, you will be invoiced for the parts replacement price and an administration fee of 10% of the parts replacement price and no less than \$25. The parts delivered to your site at the initiation of service become your property after the returned parts are received, unencumbered by any lien, at Pogo Linux.

***If you have any questions about your Warranty Service Plan, please contact Pogo Linux at 1-888-828-7646.***