

Intel® Data Center Systems Warranty and Support

Intel® Data Center Systems (Intel® DCS) and Intel® Data Center Systems (Intel® DCS) for HCI

formerly Intel® Data Center Blocks for HPC, Cloud and Business



Purchase with Confidence

Intel® Data Center Systems (Intel® DCS) features multiple Intel technologies, pre-configured and sold as a single product. All Intel® Data Center Systems orders are non-cancellable, not returnable (NCNR). For purposes of return, Product shall be at the lowest level of Intel finished good that could be field replaced in the integrated system. Parts or components within the Intel® DCS system is covered with different terms of warranty coverage, refer to the following [Warranty Table](#) for a detailed list of coverage. If any Intel® DCS component fails during the standard warranty period, Intel at its option will:

- **REPLACE** the failed field replaceable unit (FRU) within the Intel® DCS system, a whole DCS replacement is not possible currently. The FRU part can be the system board, processor, memory module, RAID controller, storage, network adapter, system fans or power supply that can be removed and replaced without having to send the entire product or system for replacement.
- **REPAIR** the product by means of hardware and/or software, OR
- **REFUND** the then-current value of the product at the time of claim for warranty service is made to Intel under this limited warranty. The 3-year standard warranty covers only components originally included in the system as it was shipped from Intel. Any additional components added after shipment are covered by their own warranty. This limited warranty applies only when the product is used with Intel microprocessor and does not apply to issues or defects arising from the use of components not validated by Intel for that product.

Advanced Warranty Replacement

An added advantage of purchasing Intel® DCS is all Intel® DCS customers are eligible for Advanced Warranty Replacement (AWR), which provides a shipment of the replacement FRU before receipt of a failed part. This process is designed to reduce system downtime and speed the time to resolution. To receive this level of support, it is required to provide the system product code and the serial number to the support agent.

Intel has limits on the number of AWRs a customer may have outstanding. If this limit becomes an issue, Intel will address this on a case-by-case basis and adjust as necessary to meet customer needs. Replacement part shipping times adhere to standard AWR process timelines.

Replacement shipping times vary by region and are impacted by factors such as customs clearance, local shipping conditions and/or availability of replacement parts. Once a replacement product has shipped, an automated email containing the tracking number will be sent directly from the carrier shipping the package. Advanced Warranty Replacement (AWR) is only extended to components that are part of the Intel® DCS system's configuration using the [Configure to Order \(CTO\)](#) tool.

Intel® Data Center Systems make it easier to adopt, qualify and sell the latest Intel technology. These Intel-engineered, fully validated server systems help reduce development complexity and cost while accelerating time to market with innovative solutions.

- **Fully Validated Server Systems** save time and money¹, freeing up resources to focus on value-add and competitive differentiation
- **Unbranded Systems** allow resellers to customize and brand to meet end-user requirements
- **Intel Quality & Reliability** with world-class integration, validation, certification, and support

Intel Customer Support

Intel customer support (ICS) technicians are available to provide assistance via the contact options below. It is required to provide Intel® Data Center Systems system's product code and serial number. To locate the product code and serial number, refer to the image.



Placing a warranty and service requests through ICS enables accurate tracking of issue submission and replacement.

Intel® Data Center Systems (Intel® DCS) Support - ICS Contact Options

 Web ticketing	https://supporttickets.intel.com/
 Phone	1-866-655—6565*, available for registered Intel Technology Partners with a valid channel member ID, 24x7, English Only. For a list of local toll free numbers and hours of operation, go to Asia Pacific Region , Europe , Middle East Region , Latin America Region and North America Region
 Web page	https://www.intel.com/content/www/us/en/support/articles/000021862/server-products.html
	Advanced applications and services adding value to Intel® Datacenter Solution server systems https://servertools.intel.com/

Intel® Data Center Systems (Intel® DCS) Warranty Terms and Option

	3-Year Standard	5-Year Option	Details
Intel® Server System	✓	✓	5 years total with extended warranty Intel® Server System comes with standard three-year warranty. The option of a 5-year warranty is with a purchase of an additional two-year extended warranty from an Intel approved distributor with the following Product Code: SVCEWHPCSY, MM# 925444. Includes All Server Systems and RAID components. Does not include Processors, Memory, SSD and Networking devices. Note: Intel® Server Component Extended Warranty service must be purchased within 30 days of the purchase of compatible system or product

Intel® Data Center Systems (Intel® DCS) Parts or Components Warranty Terms

Parts	3-Year Standard	5-Year Standard	Details
3 rd -party Memory	✓		DIMM modules can be replaced with a “like” DIMM part that meets size, speed, rank type and voltage requirements. Refer to Intel Server Platform Technical Product Specification (TPS) for more details on “like” DIMM requirements
Intel® Optane™ Persistent Memory (PMem)		✓	5-Year Standard Warranty
Intel® Processor	✓		The Finished Process Order (FPO, Batch Number) and Assembly Test Product Order (ATPO, Serial Number) of CPU are required to process warranty requests for processors. How to Identify the Intel® Xeon® Processor Markings
Intel® Ethernet Adapter			Limited lifetime warranty in active status, 5-year warranty after EOL
Intel® Optane™ SSD		✓	5-Year Standard Warranty
3rd-party SSD	✓		3-Year standard warranty from Intel.

1. Cost reduction scenarios described are intended as examples of how a given Intel-based product, in the specified circumstances and configurations, may affect future costs and provide cost savings. Circumstances will vary. Intel does not guarantee any costs or cost reduction.
2. Intel cannot commit to an exact SLA but expects to be able to meet these targets in most cases.



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