

Power Service™ Program

Comprehensive Support

Comprehensive support starts the day you purchase your Sentry™ products with all products shipped with a standard 2 year warranty right out of the box.

Technical Support Staff

Our technical support staff is located at our facility in Reno and are trained and qualified to support your needs:

- Customer Support Technicians are not outsourced and are focused on Server Technology Inc. (STI) power products only.
- It is very likely that the technician fielding your call or email will be the same person that receives the product should you have to send something back for repair.
- Our Customer Support Technicians are factory trained to respond to your needs and have experience in both domestic and international Data Center support with the on-site Data Center experience that you expect.

Along with phone and email support, other support tools include:

- User Manuals and other support materials available for download through our extensive technical library. <http://products.servertech.com/documents>
- A knowledge base is also provided ensuring that common questions and application information is provided for our products. <http://www.servertech.com/Support/KnowledgeBase.aspx>
- Extensive product literature library is also provided including White Papers, Application Notes, Data Sheets, Drawings and other support materials via our web site at www.servertech.com.

Program Overview

The Server Technology Inc., (STI) "Power Service" program is designed to provide extended warranty and support options for our customers. Program levels were created to tailor a warranty program that meets your support requirements.

Three levels of warranty (Standard Warranty, Power Service, and Premium Power Service) ensure support, device replacement and shipping terms that fit your needs;

Power Service™ Program

Standard Warranty:

- Standard Warranty (2 years from shipment date)
- Phone and Email Support during standard supports hours (Monday through Friday from 6:00 AM to 7:00 PM {PST/PDT})
- Repair or Replacement of defective equipment
- Shipping: Customer returns products, STI ships repaired/replacement product via 2-day service
- Typical repair turnaround is 72 business hours from receipt of product

Power Service:

- Call-Tag issued for equipment pickup
- Cross-ship replacement product leaves STI warehouse within 2 business days (available for the first 90 days from shipment date)
- Available in 3 and 5 year warranty periods

Premium Power Service:

- 7 x 24 Phone and Email support
- Call-Tag issued for equipment pickup
- Cross-ship replacement product leaves STI warehouse within 2 business days (available for the term of the warranty agreement)
- Available in 3 and 5 year warranty periods

Please contact your STI Sales representative to determine if our Power Service and Premium Power Service warranty packages are right for your organization.

Support Contact Information:

Telephone: 775.284.2000

Fax: 775.284.2065

Email: support@servertech.com

Web: Online support request

Note: US & Canada only. No other extended warranties are available at this time.



Server Technology

HEADQUARTERS - NORTH AMERICA
Server Technology, Inc.
1040 Sandhill Drive
Reno, NV 89521
United States
1.775.284.2000 Tel
1.775.284.2065 Fax
sales@servertech.com
www.servertech.com
www.servertechblog.com

EMEA
Server Technology Intl
Sienna Court
The Broadway
Maidenhead
Berkshire
SL6 1NJ
United Kingdom
+44 (0) 1628 509053 Tel
+44 (0) 1628 509100 Fax
salesint@servertech.com

APAC
Server Technology Intl
37th Floor, Singapore Land Tower
50 Raffles Place
Singapore 048623
+65 (0) 6829 7008 Tel
+65 (0) 6234 4574 Fax
salesint@servertech.com