

# Power Service™ Program

## Extended Warranty for Comprehensive Sentry Support

- Comprehensive support starts the day you purchase your Sentry™ products. All products are shipped with a standard 2-year warranty, right out of the box.
- The technical support staff is available during normal working hours and backed up by professional after-hours service to ensure your requests are handled quickly.
- A defined escalation process including platform engineers ensures fast resolution when your issue cannot be resolved on an initial call. For issues that may go beyond the escalation process, a customer advocacy team is deployed to assist you with a resolution. This team includes executive level sponsorship.
- Our service engineers are continuously factory trained to meet your individual needs and solve problems. They have experience in both domestic and international Data Center support with the on-site Data Center experience that you expect.

## Features and Benefits of our Extended Warranties

Feature	Benefits
Power Service Program	Designed to provide extended warranty and support options to our customers.
Program Levels	Three program levels (Standard Sentry Warranty, Sentry Gold, and Sentry Platinum) ensure support, device replacement and shipping terms that fit your needs.
Phone and Email Support	Centralized support allows our engineers to effectively communicate with the customer as well as with one another to ensure a high level of support and promote product defect avoidance.
Service Inventory	Dedicated service inventory to support “contracted” service customers.
Other support tools	Server Technology’s technical library with user manuals, white papers, application notes and drawings provides our partners and clients with an effective resource for understanding both their cabinet distribution application and product specific information.

## Support Contact Information:

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## Program Overview

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

Three levels of warranty (Standard Sentry Warranty, Sentry Gold and Sentry Platinum) ensure support, device replacement and shipping terms that fit your needs.

### Standard Sentry Warranty:

- Standard Warranty (2 years from shipment date)
- 5x8 Phone and Email Support during standard support hours
- Repair or Replacement of defective equipment
- Shipping: Customer returns products, STI ships repaired/replacement product via 2-day service
- Typical repair turnaround is 10 business days from receipt of product

### Sentry Gold:

- Gold Warranty (3 and 5 year packages available.)
- 5x8 Phone and Email Support during standard support hours
- 1 business day replacement upon receipt of RMA product at Server Technology factory
- Notification of product upgrades and enhancements
- Return shipping paid by Server Technology

### Sentry Platinum:

- Platinum Warranty (3 and 5 year packages available.)
- 7 x 24 Phone and Email support
- Cross-ship replacement product leaves STI warehouse within 2 business days
- Notification of product upgrades and enhancements
- Return shipping paid by Server Technology

\*Extended contract must be purchased before expiration of warranty or contract can be purchased for up to 5 years

Please contact your STI Sales representative to determine which of our Sentry Gold or Sentry Platinum warranty packages are right for your organization. For more Smarter Technical Support, including white papers, manuals, application notes, Visio drawings and more, visit [www.servertech.com/Support](http://www.servertech.com/Support).



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Note: US & Canada only. Additional countries coming soon.

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