

Server Advance Replacement Options & Instructions

For India Customers only.

Product in warranty period:

ASUS offers the facility for S.I. (System Integrator) and V.A.R. (Value Added Reseller) customers exclusively to arrange for the replacement of defective ASUS server products. This Advance Replacement Service term contains instructions for S.I. and V.A.R. customers to obtain a replacement.



FIVE STEPS TO ADVANCE REPLACEMENT

1. 1 Contact ASUS ARS Team

Contact ASUS Team via E-mail or phone for technical assistance & problem diagnostic of ASUS workstation motherboard, server barebones and server motherboard product:

Server / Workstation Support Email: rc_india@asus.com

Server / Workstation Support Phone Line: 18002090365, Select Server support

1.2. Define problem and determine defect

If the problem is determined as hardware failure by ASUS, Customer may proceed to request Advance Replacement RMA Service.

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1.3. Fill out and submit ARS request form

Once customer received details about Service Request form. All required details including Product Information, System Configuration & Defective Part Information, Applicant & Shipping Information, Billing Information with Invoice and Pick up Information, must be filled in correctly. VAT number is a mandatory item for companies. Incomplete, incorrect or illegible forms will delay processing.

1.4. Receive replacement product

ASUS will ship the replacement on the same working day if the request is received before 12 PM (noon) for delivery based on logistic time. In case there are delays in shipment, we will let you know immediately.

1.5. Return defective product

ASUS ARS service is a FREE Freight service on both forward and reverse logistic.

ASUS will arrange pick up of the defective products for customer with ASUS forwarder. so please handover products to Forwarder Company which would be collected within 14 days.

NOTES:

A. Warranty Territory and Period.

Advance Replacement Service (hereinafter the "ARS") applies only for product Import and Distributed by Authorized India Distributor.

Standard warranty for Server products is 3 years. Some products will carry 1~5 Years of warranty based on sales terms (i.e. depends on models). Customer may be required to provide valid proof of purchase from an authorized ASUS reseller before processing the warranty request.

B. Working hours

ASUS ARS Call center working hours is Mon-Fri, 9:00 AM – 5:00 PM.

C. Models

ASUS ARS service will be applied for the below supported models only:

- ASUS Server Barebones and Server Systems: only electronic parts and parts which might influence the system function & operating will be applicable to ARS; for instance fans, motherboards, cards & power supply units.
- ASUS Server Motherboards
- ASUS Workstation Motherboards: models with "WS" in the model name.

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- ASUS Server cards and modules: ASMB-IKVM modules, PEM Infini Band Adapters, PEB-Series Network Adapters, PIKE cards

D. Shipping

The replacement product would be shipped out on the same working day of ARS request if the RMA number is issued before 12 PM (noon) and based on product availability. If the RMA number is given after 12 PM, the replacement product shall be shipped out the next working day.

E. Shipping - working days

ARS is available on working days ONLY. If Customer applies for ARS 1 day before weekend or national holiday, the shipment of the replacement product shall be postponed until next working day.

F. RMA number on defective product

Customer will print or write, given RMA number on the box with returned defective product.

G. Unauthorized return

An unauthorized return, i.e. one for which an RMA number has not been issued or Not Asus product, will be returned to the customer. Return shipping cost will be charged to customer.

H. Defective product return

Customer shall return only the defective product without any accessories (e.g. manuals, cables, I/O shields, CD's etc.).

Defective node is necessary to return with all original parts (ASMB-IKVM module, riser card + metal bracket, heatsink/fan, non-transparent CPU socket cover).

Defective motherboard should be returned with CPU socket cover attached.

If **Asus not receive the defective product by the 14th day**, Customer will be charged for the **total costs of provided ARS service (replacement product price, shipping and handling costs)** and ASUS ARS Team will not accept return of defective product anymore.

I. Customer-Induced Defect

ASUS ARS Team will examine and revert within 3 working days if any product is damaged. If CID (Customer-Induced Defect) is found after the inspection, customer will be informed via e-mail. Customer will be charged for repair, handling and shipping costs for CID cases. In case the CID part is irreparable the price of the replacement product, handling and shipping costs will be charged to Customer.

CID rules and examples can be found on this link: <https://www.asus.com/support/Article/568/>

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J. Turn around Time (TAT

Turn around time to close case is 5WD based on spares availability.

K. Product in out of warranty period or Customer Induced Defect.

Process.

For OOW and CID cases, customer needs to send to ASUS Global RMA center, Indonesia with all charges bear by customer.

CID rules and examples can be found on this link: <https://www.asus.com/support/Article/568/>

- 1 Repair scope applicable for Server and Workstation motherboard only.
- 2 Repair at out of India Asus authorized Service center and customer need to arrange by themselves.
- 3 Repair activity will be started before payment based customer confirmation on above chart confirmation. Repair lead time is 30 working days after received and or Key-In.
- 4 If same failure again at the same repair point within 90Days, ASUS has the responsibility to repair again without charge.
- 5 PCB circuit broken cannot be repaired.
- 6 Shipped over 5 years is not in the repair scope. For special project or long supply project, will be discussed case by case.
- 7 Please share the invoice copy with Motherboard to confirm India local warranty.

No	Repair category	ASUS/Customer Actions	A. Handling charges(Diagnose fees, Stock In/Out handling fees, Packing fees	B. Repair Fees.	C. Spare Part charges	D. Transportation Charges	E. Tax	Total Amount
1	Motherboard under repair condition(CID or OOW)	Asus will try to repair the Motherboard	NA	\$36.00	Based on spares Requirement	2way for Good Unit	As per Rule	B+C+D+E
2.1	Motherboard under repair condition(CID or OOW) but customer not agree for Repair	Customer need to send the good ARS Motherboard back to ASUS	\$22.50	NA	Based on spares Requirement	4way for Good Unit	As per Rule	A+C+D+E
2.2		Customer will not send the good ARS Motherboard back to ASUS	\$22.50	NA	Will charge customer for new Motherboard price	2way for Good Unit	As per Rule	A+C+D+E
3.1	Motherboard cannot be Repair(CID or OOW)	Customer accept to send the good ARS Motherboard back to ASUS	\$22.50	NA	Based on spares Requirement	4way for Good Unit	As per Rule	A+C+D+E
3.2		Customer will not send the good ARS Motherboard back to ASUS	\$22.50	NA	Will charge customer for new Motherboard price	2way for Good Unit	As per Rule	A+C+D+E

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L. Backup

The customer shall be responsible for saving or backing up any data contained on the storage device(s) of the product that the customer submits for service ('Customer Unit'). ASUS or ASUS Authorized Service Provider ('ASUS ASP') will not be responsible for any loss of data, misuse of data, direct, special, incidental, consequential, exemplary damages, loss of profit, or any other accident that may occur and which is beyond the control of ASUS/ASUS ASP. We also respect the right of the customer to retain data storage devices due to private concern. However, in the event, the ASUS ASP upon initial inspection, is of the opinion that the problem may be due to such storage devices, the ASUS ASP may require the customer to also submit the storage devices for further inspection. In such cases, the customer would have to back up the data on such storage devices and handover the clean device to the ASUS ASP. ASUS/ASUS ASP shall in no circumstances and at no point in time, be liable for customer's data or information during repair process.

ASUS India reserves the rights for any normal and abnormal warranty claims

