



Service Guide

for the

PC Warranty Service Provider

in Australia and New Zealand

2001

IBM PERSONAL SYSTEMS GROUP

A BUSINESS UNIT OF

IBM AUSTRALIA LIMITED

ACN 000 024 733

Welcome to the Authorised Warranty Provider Program!

You have completed all of the requirements to be able to provide warranty service on selected IBM products. This document is an introduction to the Authorised Warranty Provider Program, and is intended to give you an overview of your rights and responsibilities within this program. We hope this enables IBM to work closely with you to provide world-class service and support to our mutual customer.

The document is set out to give you an overview of the important contacts within the organisation, defining what constitutes a warranty repair, performing the warranty service, how to make a warranty claim and required education.

We look forward to working closely with you and providing a best-of-breed service to users of IBM equipment. If you have any specific questions or requirements, please don't hesitate to contact me on 132 426.



Anastasia Terzis
A/NZ Program Manager
Business Partner Warranty Services

Table of Contents

Contacts	Page 4
AUSTRALIA	Page 4
Contacts	Page 5
NEW ZEALAND	Page 5
Qualifying to be a warranty provider	Page 6
What do you need to do?	Page 6
Defining Warranty Service	Page 7
Warranty Periods	Page 7
One Year Warranty	Page 7
Three Year Parts, One Year Labour Warranty	Page 7
Three Year Warranty	Page 7
Warranty Service Types	Page 8
CCE - Customer Carry-in Exchange	Page 8
CCR - Customer Carry-In Repair	Page 8
COE - Customer On-site Exchange	Page 8
OSE - On-site Exchange	Page 8
OSR - On-site Repair	Page 8
Dead on Arrival (DOA)	Page 8
Optional Parts & Accessories Warranty	Page 9
Sale of Parts Warranty	Page 9
Extended Warranty	Page 9
International Warranty Service	Page 9
What is covered by warranty?	Page 10
What is not covered by warranty?	Page 10
Performing Warranty Service	Page 11
Determining hardware or Software	
Faults	Page 11
DOA Procedure	Page 12
Customer Replaceable Units (CRU)	Page 13
Shelf Life	Page 13
Sale of Parts	Page 14
Return of items ordered through “Sale of Parts”	Page 14
Accessing Support Tools from IBM	Page 15
Global PartnerInfo (GPI)	Page 15
CD’s	Page 15
IBM World Wide PC Customer eSupport	Page 15
Hardware Maintenance Manuals (HMM’s)	Page 15



Warranty Call Escalation Procedures	Page 17
Dealer Technical Support	Page 17
Assigning Warranty Service to IBM	Page 18
ThinkPad Warranty Service	Page 18
Warranty Claims	Page 19
ECLAIM	Page 19
Making a Warranty Claim	Page 19
Return shipment of defective parts	Page 21
After Hours Server Emergencies	Page 22
Labour Reimbursements	Page 23
What can be claimed?	Page 23
What cannot be claimed?	Page 23
Reimbursement rates by Product	Page 24
Warranty Reviews	Page 24
Required and Supplemental	
Education	Page 25
Appendix	Page 27
Safety Procedures	Page 27

Contacts

AUSTRALIA

After hours Server Emergency Parts - 17:00 - 08:00 AEST , 7 days	Ph : 02 9951 9555 Fax: 02 9665 4095
Aptiva & Other Consumer Products support	1300 130 426
Dealer Technical Support	1800 062 038
Global PartnerInfo Help Desk	1800 637 713
Hardware Maintenance Manuals	Http://www.pc.ibm.com/us/cdt/hmm.html
IBM Switchboard (24 hours) local call cost	132 426
IBM Library / Publications	02 9951 9408
IBM PSG Frontline	1800 195 995
IBM Learning Services	1800 801 088
Netfinity TechLine	1800 818 090
Sale of Parts	Ph: 02 9951 9660 Fax: 02 9951 9678
Warranty Claims Centre	Ph : 02 9951 9746 Fax: 02 9951 9705

Please call the Switchboard for transfer to phone numbers not listed.

Contacts

NEW ZEALAND

Aptiva Service Hotline	0800 446 149
After Hours Server Emergency Parts	Ph : 0800 733 222 Fax: 04 576 5999
Dealer Technical Support	0800 472 435
PSG Frontline - Deanne Sorenson	04 576 5755
Hardware Maintenance Manuals	Http://www.pc.ibm.com/us/cdt/hmm.html
IBM Switchboard	0800 801 800
IBM Learning Services	0800 801 800 for transfer 09 359 8439 direct
IBM Publications / Library	04 576 5467
International Warranty Services	0800 733 222
Netfinity Techline	0800 426 111
Sale of Parts	Ph :0800 733 111 Fax :04 576 5869
Warranty Claims Centre	Ph :04 576 5623 Fax :04 576 5869

Please call the Switchboard for transfer to phone numbers not listed.

Qualifying to be a warranty provider

What do you need to do?

As an Authorised Warranty Provider on IBM's behalf, you must be a current Tier 1, part of the Associate Member Program, also known as a Tier 2 IBM Business Partner or Retailer. You must hold this status for the duration of your participation in the Authorised Warranty Provider program.

It is a requirement of IBM that you have a minimum of two trained service personnel per service location. A service location is a single geographic location. You need to maintain this number of trained service personnel to continue your Authorised Warranty Provider qualification.

You have been provided with two free seats on the relevant PC Institute class to qualify you for the program. If you need to have additional staff trained to maintain this minimum requirement, this will be at your own expense. You are also required to keep an elementary stock of parts for the systems on which you are authorised to perform warranty service. Dealer records will be audited periodically to determine if a location has the correct number of trained service personnel and parts.

As newer equipment or models become available, you will need to have your service personnel trained at the next available PC Institute Training course. If there are any special requirements (i.e., classes not being readily available in your location, or you are in a position where both trained service personnel leave your organisation), you should contact a PC Institute representative as early as possible.

If any of these conditions are not met, your authority to provide warranty service may be terminated at IBM's discretion.

Defining Warranty Service

IBM provides customers with a manufacturers warranty against faulty workmanship or defective parts, providing that the product receives normal use. Warranties may be transferred to another customer if the product is sold during the warranty period.

Customers are required to provide proof of purchase to make a claim under our warranty provisions. If warranty has been transferred, a copy of the original purchase document must be provided, not a copy of the transfer document.

Some customers may have purchased an IBM consumer product through various **Virtual Communities** programs therefore may not hold a proof of purchase. These customers usually call IBM for phone assistance and may then be referred to their closest Authorised Warranty Provider for further support. Warranty on these machines may be different to the standard warranty periods on other products therefore it is recommended you contact the Warranty Claims Centre for clarification if required.

As an IBM Authorised Warranty Provider you must provide warranty services to customers who have purchased an IBM PSG product that is covered by warranty, whether they did or did not purchase the machine from you.

Warranty Periods

One Year Warranty

This customer warranty covers all parts and labour for a period of one year from the date of sale. Service under this warranty may be Customer Carry-In or On-site, dependent on the product.

Three Year Parts, One Year Labour Warranty

This customer warranty covers all parts for a period of three years and labour for a period of one year from the date of sale. The labour content of any warranty repair during years two and three is billable to the customer as this is not the responsibility of IBM. Service under this warranty may be Customer Carry-In or On-site, dependent upon the product.



Three Year Warranty

This customer warranty covers all parts and labour for a period of three years from the date of sale. Service under this warranty may be Customer Carry-In or On-site, depending on the product. In most cases it will be On-site for at least the first year.

Warranty Service Types

CCE - Customer Carry-in Exchange

The customer will bring the faulty product or part to your service location, together with a valid proof of purchase from any IBM Business Partner or Reseller. You provide Warranty Service that includes the exchange of the product or part for the end user.

CCR - Customer Carry-In Repair

The customer will bring the faulty product or part to your service location, together with a valid proof of purchase from any IBM Business Partner or Reseller. You provide Warranty Service that includes repair of the product for the end user.

COE - Customer On-site Exchange

The customer will provide a valid proof of purchase from any IBM Business Partner or Reseller. You will arrange for the delivery of an exchange unit to the end user's location.

OSE - On-site Exchange

Your Service Representative will exchange the failing unit at the customer's site where the customer will provide a valid proof of purchase from any IBM Business Partner or Reseller. On-site exchange includes disconnecting the failing unit, installing the replacement unit and fully testing the system.

OSR - On-site Repair

Your Service Representative will repair the product at the customer's site where the customer will provide a valid proof of purchase from your any IBM Business Partner or Reseller.

Dead on Arrival (DOA)

A DOA is covered under warranty but is not a *warranty repair*. A DOA product is, after obtaining agreement from the relevant IBM support staff, replaced with a new or good as new product or component.

DOA products will not be claimable as a warranty repair and therefore the procedure outlined in the Channel Operations Guide should be adhered to. (Please refer to page 13 for the DOA procedure).

Optional Parts & Accessories Warranty

Optional parts and accessories carry their own individual warranty with the warranty period taken from the date of sale. Unless specified otherwise in the Warranty Statement, these components carry a 'Parts Only' warranty.

For all Options installed in a system, the warranty period will be either the warranty period of the Optional Feature or the warranty period of the system in which it is installed, whichever is the greater.

Sale of Parts Warranty

All spare parts purchased from IBM carry a three month, parts only warranty. If the part is used in the provision of Warranty service, the warranty period will be taken from the date of installation and will be either the warranty period of the part or the warranty period of the IBM product in which it is installed, whichever is the greater.

Extended Warranty

IBM provides a range of Extended Warranty contracts for IBM PC equipment and standard maintenance contracts, also known as a ServicePac. This service is performed by IBM, and as the Business Partner does not provide any services they are not eligible to claim the reimbursement for labour. Services include enhanced response times, express repair and on-site coverage. For more information call 131 426 (Australia) or 0800 733 222 (New Zealand) and ask for the Service Pacs or Extended Warranty Departments.

International Warranty Service

Most IBM PC products covered by warranty qualify for International Warranty Service. The product warranty will be that applying in the country of purchase. To apply for International Warranty Service, the customer is required to register the product with our International Warranty Office prior to transferring the product to another country. Upon registration, the customer will be issued an International Warranty Service Certificate. The certificate may be taken as proof of purchase unless otherwise required by law.

Note. This is not a product warranty - it is a service. This service is not necessarily available for all consumer products. Please check with IBM for clarification.

What is covered by warranty?

IBM uses the highest quality components in the construction of our systems and equipment. Any fault that is found to be as a result of equipment failure under normal usage circumstances is covered by warranty. There are, however, some technology limitations which may require interpretation as to what constitutes a component *fault*. Some of these are listed below.

What is not covered by warranty?

Any failure of the equipment in question, which arises as a result of:

- Power surges - such as lightning strikes, power peaks, or any other utility over voltage
- Lost Passwords - removal of passwords can be performed for a service fee in some instances. Occasionally hardware will need to be replaced at the customer's expense.
- Physical abuse - any physical damage.
- Natural disaster
- Misuse - usage outside normal operating conditions, such as physical breakage, over temperature, under temperature, excessive dust or moisture, or not using to perform intended task
- Environmental factors - excessive heat/dust/vibration, beyond the product's defined operating ranges

will not be covered under warranty and works performed and parts used to rectify these conditions cannot be claimed. In addition to this, work performed outside of IBM's normal policies cannot be claimed. You should check IBM's policies in certain areas before providing warranty support;

- Bad pixel criteria for TFT screens
- Bad sectors on Hard Disk Drives
- Specific performance specifications
- Other criteria which may require interpretation as to what is a "fault". Typically, any fault which causes a serious limitation to the consumer's usage of the product will be covered under warranty.

Performing Warranty Service

Determining hardware or Software Faults

It is your responsibility as part of the warranty service action to diagnose the root cause of the problem. It is absolutely imperative that you determine if the problem is hardware or software related - a software fault can give the distinct impression that the cause of the problem is hardware. Prior to replacing any FRUs, you need to ascertain whether or not the problem has in fact been caused by faulty hardware.

Software errors can be as a result of down-level BIOS, firmware, drivers, operating systems, or supporting files. A good test to determine if the problem is hardware or software related is to replace the suspect system's Hard Disk Drive with one containing a standard IBM image for that particular system type and model number. If the problem ceases, you can safely suspect the cause of the problem is software and no FRU replacements are necessary. Most machines also contain diagnostic procedures within the system BIOS or as a part of the system's pre-loaded software. These tools will also enable the support personnel to determine if a problem is the result of faulty hardware or software configuration.

DOA Procedure

Where IBM product has been shipped which does not work on initial power-up or is damaged or has a major operating fault, IBM will endeavour to repair the unit or ship a replacement unit as soon as possible. Do not follow the standard warranty claim process.

If you hold Tier 1 status you are to :

- Contact Dealer Technical Support on 1800 062 038, Monday to Friday 7am to 9PM AEST
- Dealer Support will review the problem with the Business Partner to diagnose the problem.
- If it has been established by Dealer Technical Support that this machine can be repaired, an IBM Integrated Technical Services (previously called Product Support Services or PSS) Representative will be assigned the call.
- The repair will then be organised however if parts are not available within a reasonable amount of time, a DOA may be considered.
- If established by IBM Dealer Technical Support that the product cannot be repaired, you will be provided with a DOA number. You must contact IBM Frontline with these details in writing immediately for a return to be organised.
- Dependent on stock availability, IBM will endeavour to ship the replacement product within 24 hours of receipt of the written notification. A new invoice will be produced for the replacement product
- IBM will issue a GPU number to facilitate pickup of the DOA product
- IBM will issue a credit note against the original invoice for the DOA product, once receipted into the IBM warehouse
- DOA products can only be replaced from IBM inventory.

If you are an Associate Member :

- You must contact the Distributor this product was purchased from and they are to liaise with IBM to arrange a DOA replacement.

Customer Replaceable Units (CRU)

Authorised Warranty providers can order selected components to address warranty service requirements. This includes items such as disk drives, CD drives, AC adapters, batteries etc. These components have been identified as being Customer Replaceable Units (CRU).

This program allows the Warranty Service Provider to provide more immediate service as the machine does not have to be returned to IBM for repair work and may remain with the Warranty Service Provider or customer.

Anyone can replace a CRU part however, the part must be associated with a machine and a call which has been placed with the IBM Service Centre. The standard warranty claim submission process should then be followed. IBM will then replace the part and expect to receive the defective part back.

The nature of a CRU is such that the replacement of the part in question does not require technical skills or system disassembly. This means the part has been identified as one which can be safely replaced by the customer without affecting the system's usability or warranty. Should the Business Partner perform the CRU replacement on behalf of the customer, IBM will consider reimbursing the Business Partner, but any claim will be paid at a significantly reduced rate.

The entitlement of warranty is done at a machine level, not a part number level.

Shelf Life

In addition to the customer warranty period, IBM provides a shelf life warranty from the date the product is shipped from IBM to Business Partner, depending on the product type. This allows you to carry stock to meet customers immediate needs. This shelf life, added to the customer warranty, is the maximum period during which IBM will provide warranty replacement parts and/or labour reimbursement.

Our customers are always entitled to the full customer warranty period. This means that any product sold during the shelf life period will carry the full customer warranty period at IBM's expense. However, if you exceed the shelf life period before sale of the product, you will bear the cost of any failures that occur between the end of the maximum period and the end of the full customer warranty period.

Example - For a product carrying a 3-month shelf life

If IBM ships a product with a one year warranty to you on 1 July, your shelf life warranty expires on 30 September. If the product is sold during this period, IBM will carry all warranty costs for one year from the date of sale. However, if you sell the product after the shelf life expiry, say 31 December, IBM will only provide replacement parts and pay you for the labour content of any repair until 30 September of the following year. Any Warranty Claim made between 1 October and 31 December of that year (the customers' entitlement) will be at your expense

Sale of Parts

In many instances a customer or an Authorised Warranty Provider may require to purchase parts from IBM for the product maintenance or support for IBM customers. To place an order you may call the Sale of Parts Centre directly, followed by a mail or fax order. The Sale of Parts Centre do not recognise marketing part numbers therefore you must provide an FRU part number when ordering. Upon receipt of your order, the part will be available the next day subject to local stock levels. If you request same day delivery, an expedite charge will apply.

When the part required is not available locally due to minimum stock levels, IBM will place an order on an overseas point of supply. The anticipated time of delivery is approximately 2-4 weeks

Orders not collected within 7 days will be returned to general stock and your order will be deemed cancelled. Where you request IBM to dispatch your order, you agree to pay all reasonable transportation and handling charges incurred by IBM.

IBM Authorised Warranty Providers can purchase maintenance part at a 27% discount (PC Parts Only).

Return of items ordered through “Sale of Parts”

All parts *sales* are final, subject to existing warranty provisions. Returns will be accepted in accordance with warranty provisions or within one month of the date of purchase for those parts which are unused and through mutual agreement, it is determined that the:

- incorrect part/quantity was ordered as a result of a decimal error, transposed digits, part name/number mismatch, adjacent parts catalogue line items,
- substitute part does not meet customer needs

Return of parts ordered or provided in error will be accepted at the IBM parts location where the order was placed, concurrently with sale of the correct part(s). Acceptance of returned part(s) will be contingent upon presentation of invoices, purchase orders, etc. which substantiate the original transaction.

Accessing Support Tools from IBM

IBM's endeavour is to make doing business with us as easy and efficient as possible. As a result, we have developed many tools which have been specifically designed to provide you with relevant information in an efficient manner. The overall aim is to minimise customer downtime and provide best-of-breed service and support on IBM hardware to our mutual customers. Please become familiar with these tools as they will enable you to more effectively provide a quality service to the customer. You may also wish to encourage the customer to utilise the support facilities provided by IBM on the Internet.

Global PartnerInfo (GPI)

The IBM GPI PC Product Catalogue contains on-line product information on IBM's Personal Computer product families: IBM ThinkPads, IBM Aptivas, IBM PCs, IBM IntelliStations, IBM Netfinity, IBM PC Servers, and IBM Options and accessories. It is a powerful and easy-to-use application that combines concise marketing information, comprehensive technical specifications, and links to product supply data and pricing information where available. Database replication to Business Partner servers is initiated by the Personal Systems Group on a daily basis to ensure the latest information is available to you when needed.

CD's

IBM's PC Institute regularly publishes update CDs (roughly once a quarter) which provide you with service updates for newer products. These are sent automatically after you have subscribed to the IBM PC Institute Self Study class, YPCSS (Part of the service prerequisites). These CD packages allow you to see new products and new service techniques.

IBM World Wide PC Customer eSupport

This is a quick and easy way to find a collection of links to IBM information sites on the Internet, providing you with service and support information on IBM PC's. This web site may contain information on products that are not available in Australia and New Zealand. To view this online support site visit www.pc.ibm.com/support.

Hardware Maintenance Manuals (HMM's)

HMM's contain information on part numbers as well as specific product and model maintenance information, such as procedures for isolating problems to a FRU and removals and replacements. These manuals are intended for those authorised in servicing IBM products and not intended for customer use.

HMM's are available online therefore if you needs a hard copy, you can print out the section needed or the entire document.

Hardware Maintenance Manuals can be found on the Internet at -
<http://www.pc.ibm.com/us/cdt/hmm.html>

For older machines only, you may also order HMM's by calling the IBM Library direct on 02 9951 9408 or 132 426 (local call cost) or alternatively you can send an e-mail to *puborder@au1.ibm.com*. When making requests for these publications you will require the HMM part number, Business Partner customer number, delivery address and contact details.

Warranty Call Escalation Procedures

Only Authorised Warranty representatives who have been issued with a Personal Access Code are entitled to Warranty defect support from our Dealer Technical Support Centre on a free of charge basis. A fee will be levied for Warranty defect assistance provided to Service Provider staff who do not hold a Personal Access Code.

Service representatives are issued with a Personal Access Code (PAC) within 10 working days after completion of required service training. The purpose of this PAC is to provide you with a quick-path to higher levels of IBM technical support. PAC's are linked to individual Service Providers and are not transferable. Should a service representative leave a Service Provider, their Personal Access Code will be revoked. A new PAC must be applied for should the service representative join a different Service Provider.

Dealer Technical Support

IBM provides technical support to IBM Authorised Business Partners and Consumers through our Dealer Technical Support Centre (DTS). The DTS hours of operation are 09:00-21:00 AEST for Consumer Aptiva support and 07:00-19:00 AEST, Monday to Friday for Dealer and customer support on other PSG products. Customers who call the IBM DTS will be provided with telephone support, and where required will be referred to their closest authorised service provider. Business Partners who require support will be able to contact the DTS for assistance, and where no solution can be reached the Business Partner may be asked to send the machine to IBM for further evaluation.

The DTS is staffed by technical specialists who have direct access to our laboratories and manufacturing plants throughout the world. The DTS offers post sales support and problem determination on the following products:

- Aptiva/NetVista
- Options
- Workpad
- Commercial Desktop
- Netfinity
- ThinkPad
- EServer X Series

Assigning Warranty Service to IBM

Authorised IBM Business Partners have the option of providing IBM Warranty Service to their customers or assigning this responsibility to IBM. You may prefer to refer warranty calls to IBM if you choose not to provide warranty service to a particular product range.

If you choose this option, you:

- Must arrange with the customer how you will handle calls of an installation, configuration or software nature, as these are not warranty calls and IBM will bill the customer for these services.
- Must arrange with the customer how any warranty call is to be placed
 - the customer may call you to arrange a warranty service call with IBM.
 - the customer may call IBM HelpWare direct (Aptiva products only) or
 - the customer may call IBM Service direct
- Retain full responsibility for customer satisfaction and customer assistance.

ThinkPad Warranty Service

Non Dismantle Warranty Service

As well as configuration and software problem resolution, authorised personnel may supply non-dismantle Warranty Service to the IBM ThinkPad range. Non-dismantle is defined as any repair that does not require screw removal. For example; replacement of main batteries, AC power packs, removable diskette drives, hard drives and CD-ROMs, etc.

Dismantle Warranty Service

If dismantle repair work is required you must have attended the PC Institute ThinkPad Warranty Repair class. Prior to attending this course you will need to obtain approval from IBM by contacting the Business Partner Warranty Manager. Authorisation is required by IBM as stringent conditions apply.

Should you wish to become authorised to perform warranty service on IBM ThinkPads, you must be aware that any customer satisfaction issues and any cost overruns from excessive ThinkPad repair attempts will be borne by the Business Partner. This means you are required to keep your staff fully trained and provide them with all the resources required to effectively and efficiently diagnose and rectify issues with IBM ThinkPads.

Warranty claims for repair involving screw removal will be rejected if the BP is not an authorised ThinkPad Warranty Provider. Any other ThinkPad Warranty repair must be performed by the IBM Repair Centres.

For course information see page 26 of this service guide.

Warranty Claims

Once you have completed the warranty repair, in order to receive a reimbursement from IBM you need to make a warranty claim. IBM provides an automated administrative tool for submitting such claims.

ECLAIM

Electronic Warranty Claim Processing or ECLAIM is a software package that can be used by the Business Partner to communicate with the IBM Warranty and Parts Order systems. ECLAIM provides a variety of functions and streamlines the process of doing Warranty Claims or Parts Ordering. Formerly, using the BP Warranty Claims Form, the Business Partner completed the hard copy and faxed the form to IBM for processing. Under the manual system delays were often experienced if any errors occurred, whereas ECLAIM tests for the validity of the claim prior to lodgement to IBM thereby relieving additional time and cost.

Making a Warranty Claim

You will notice when making a warranty claim that there are 5 types of claims that can be made. They are:

- *01 Customer Limited Warranty* - replacement parts available for standard warranty on a machine.
- *02 Dealer Stock Warranty* - We will replace hardware that was part of Dealer stock and used for warranty work.
- *10 Labour Claim* - We will reimburse the Warranty Provider for services where replacement parts were not required. A call reference number must be obtained from the IBM Service Centre first.
- *04 New Option Warranty* - Replacement part will be provided by IBM.
- *08 Engineering Change Request* - This is a mechanical or electrical change to products which affect the form, fit, function, safety and performance of the product. IBM will advise on installation instructions which will be provided at no charge to Warranty Provider and reimbursement will be payable.

When using ECLAIM you will need to print out a 'Part Return Tag Form' from ECLAIM and attach that and the consignment note to the part being sent back. The consignment note must have your dealer reference number which should also be in ECLAIM. This is required for tracking purposes.

When using ECLAIM, IBM will pay for the full freight cost.



If you require more consignment notes please contact the Warranty Claims Centre.

If you are located in Australia send parts to:

IBM Warranty Claims Centre
Dock 9
1-55 Rothschild Avenue
ROSEBERY NSW 2018

If you are located in New Zealand send parts to:

IBM Warranty Claims Centre
19 Regent Street
PETONE

All claims must be submitted within 30 days of warranty repair work otherwise it will be rejected after this time. Claims will be processed within 5 working days from the time the Warranty Claims Centre has received the claim, although most claims are turned around within 48 hours providing the part is in stock (some parts may be subject to an extended delay if the part is constrained or only available from overseas). If you have any claims of payment inquiries please contact the Warranty Claims Centre.

Return shipment of defective parts

IBM will assist in warranty situations by shipping a replacement part prior to receiving the failed part. The faulty part is to be dispatched to IBM within 10 days of the replacement part shipment date. If you have difficulty in meeting this requirement, you may apply for a 5 day extension by contacting the Warranty Claims Centre. If we do not receive the failed part, together with complete documentation, within the specified period, you will be billed for the part shipped to you at the current Maintenance Parts Centre prices, terms and conditions with **no exceptions**.

As IBM is geared toward providing the standard response times outlined above, any organisations requiring more efficient turnaround times are required to purchase and hold a stock of parts. Repairs requiring these parts should be performed out of the Business Partner's inventories and then replaced with the part when received from IBM.

Same day shipping

Providing the part is in stock, emergency warranty parts orders received by the Warranty Claims Centre before 3:00pm in NZ and Aus EST, will be shipped from our central warehouse overnight.

After Hours Server Emergencies

Emergency replacement parts for IBM Servers are available to Server Brand Specialists between 1700 and 0800 Monday to Friday(EST for Australia), weekends and public holidays. This service may be used regardless of the machine warranty status under the following conditions:

- Each order will attract a non refundable fee of \$330 (GST included)
- Each order is limited to a maximum of 2 FRU part numbers.
- Each order carries a single customer site and delivery address.

If the order is being placed from a customer site, you are required to send IBM a fax containing the following information:

- Machine Type and Model
- Part Number Required
- Customer name
- Business Partner name
- Personal Access Code
- Technician name and signature
- Date

The fax should then be sent to IBM at the following fax numbers

Australia - 02 9951 9678
New Zealand - 04 576 5869

The fax machine is not normally monitored after hours therefore the technician **must** call and advise the operator that a form has been faxed though. Telephone numbers are:

Australia - 02 9951 9555
New Zealand - 0800 733 222

The operator will ask you for your Business Partner ID and CSR ID or you PAC number which must be provided in order to proceed with the call. Parts orders will not be accepted by telephone.

The operator will advise you if the part availability and estimated time of arrival at the customer site. Providing the part is available, it will be delivered by priority courier and will not incur a delivery charge.

If the server is covered by IBM Warranty, the defective part, together with the correctly completed documentation must be returned to the Warranty Claims Centre within 10 working days. If the faulty part is not returned within the required time you will lose access to the Emergency Fax facilities for 30 days and will be invoiced for the part. The IBM Warranty Claims Centre will invoice you for the after hours fee and for any parts supplied for any non warranty servers.

Following the service action, a labour reimbursement claim must then be submitted via ECLAIM in the usual manner.

Labour Reimbursements

Warranty claim reimbursements to an IBM Authorised Business Partner will be made upon receipt of a valid warranty claim that meets IBM's Reimbursement Terms and Conditions and if a part has been used, the defective part has been received back at IBM. Labour reimbursements can be made by following the usual process which involves completing the Warranty Claim Form and faxing to IBM or using the ECLAIM software. Reimbursement is made on a "per incident" basis. A cheque will be issued to the Business Partner on a monthly basis.

What can be claimed?

Labour associated with Warranty service will be reimbursed according to the Warranty Reimbursement Schedule for:

- Labour involved in the diagnosing and replacing of IBM identified Field Replaceable Units (FRU's).
- Labour involved in miscellaneous repairs, for example: simple adjustment, screw tightening, miscellaneous parts replacement, etc. This needs to be approved by Dealer Technical Support.
- Labour involved in the restoration of pre-load software where the software is corrupt due to a machine malfunction (customer name, contact and telephone is mandatory for these claims).
- Labour involved in the updating of flash BIOS when directed by our Technical Support (your Call Reference number, together with customer name, contact and telephone is mandatory for these claims). This is not normally covered unless IBM are aware of this type of problem on a machine.

What cannot be claimed?

No Warranty reimbursement will be made for service (parts or labour) involved in the following circumstances:

- Repair of a FRU.
- Replacement of a part other than those listed as FRU's.
- Repair or part replacement caused by other than normal use.
- Repair or part replacement caused by use of non-IBM equipment or parts.
- Repair or part replacement caused by an unauthorised alteration or attempt to repair.

Reimbursement rates by Product

Machine Family Types	Per Incident Rate \$ ex GST
Aptiva	96
Commercial Desktop	120
Server	160
Mobile (non dismantle)	64
Mobile (dismantle)	150
Monitors	40
External Devices	40
CRUs (keyboards, mice, etc.)	40

Note: All pricing is subject to change without notice.

Warranty Reviews

IBM Authorised Business Partners are responsible for warranty claims found to be invalid during an audit. This includes excessive parts usage not authorised by IBM, duplicate claims and service by untrained technicians. Any errors in claims may be retroactively adjusted and the Business Partner invoiced for the recovery parts, labour and administrative costs incurred. Any failure to comply with these terms and conditions may result in de-authorisation, depending on the severity of the noncompliance.

Required and Supplemental Education

Having qualified to become a certified Warranty Provider, you should have completed some or all of the training outlined in the warranty training road map. These courses lead you through the prerequisite training, and then product specific training to enable you to become authorised to perform warranty service on that particular product.

The course code RCI01 deals with warranty repair concerning the *consumer* product range, such as the Aptiva product line. The class RDI01 concentrates on the *commercial desktop* product range, which is the business client desktop range. RNI09 is targeted at those people who are seeking to become accredited to perform warranty work on IBM server products, and completing the V5139 class enables you to perform warranty work on the IBM ThinkPad product range.

Other classes which are available are more concerned with setup, performance and usability items with regard to IBM PC products.

Server training:

IBM's PC Institute offers a variety of training programs relating to the server products. Classes such as IBM server performance tuning under Windows NT/2000 and Linux are the base courses, which when combined to your own NOS certification can lead to an IBM PSE designation, meaning you are fully qualified to market yourself as an expert in installing and tuning IBM PC server products. This program is called TechConnect, and people who have qualified for this level of accreditation will receive regular update packages as well as more direct access to higher levels of technical support.

TechConnect is a highly regarded qualification within IBM and anybody seeking this level of recognition is encouraged to contact us at www.pc.ibm.com/training/ap, or e-mail us at pci@au1.ibm.com. Specialist education is also available, such as Clustering IBM servers, Storage and SANs, along with the free sales classes. All IBM and business partner staff are encouraged to attend our free sales classes to enable people to keep up-to-date with these fast-evolving technologies.

ThinkPad training:

Those wishing to advance their knowledge of the range of IBM ThinkPad products also have an extensive suite of classes at their disposal. As mobile computers often drive innovation within the computer industry, and they are increasingly becoming the predominant network client, these machines are often very complex with an extremely wide variety of features.

IBM's PC Institute offers three supplemental classes for those people working extensively with mobile computers. The first is *ThinkPad Technologies (MTI01)*, which introduces people to the newest mobile technologies, and is ideally suited to the sales people who wish to gain an in-depth understanding of the mobile computer range to enable them to sell more consultatively.

Technical users will also gain advantages from this training as it can often introduce brand new concepts. People are encouraged to bring staff, customers or potential customers along to this free class. The second class available is the ThinkPad Technical Training class, which allows technical staff to learn how to effectively set up and configure the ThinkPad range, and extract the maximum possible benefit out of the machines.

The ThinkPad repair class (V5139) teaches students how to effectively diagnose problems with, and disassemble IBM ThinkPad products. Particular attention is paid to issues vital to performing work on such small and delicate equipment, such as ESD and screw management. Anyone wishing to attend this class *must* obtain prior approval from the Warranty Services Manager as very stringent conditions must be met before providing this type of service. It is also strongly suggested that attendees complete the MTI01 class, and V5138 is a prerequisite for this training.

Other training:

The above classes are only a small subset of the offerings from PC Institute. There are numerous training programs available in a variety of delivery methods - Web, video or CD. This extensive list of *Technology Based Training (TBT)* deals with wide ranging concepts from PC Basics right through to technical training and other prerequisite classes. As the list of courses is extensive and is constantly changing, anybody interested in finding out more about these courses should visit the IBM PC Institute Web Site (www.pc.ibm.com/training/ap).

Most course codes are not mentioned in this document as they may be changed at any time or classes may not be available at all times. Anybody interested in pursuing supplemental education is encouraged to contact IBM PC Institute directly at pci@au1.ibm.com.

Appendix

Safety Procedures

Electrical Safety

- Do not wear jewellery, chains, metal framed glasses or other metal items of a personal nature.
- Use only insulated probes and hand tools. Worn or cracked insulation is unsafe.
- Do not touch objects that are grounded (floor strips, machine frames, metal desks or other conductors). You could complete a circuit by doing so.

Cathode Ray Tubes (CRT's)

Cathode Ray Tubes, or CRT's, consist of highly evacuated glass envelopes which must be handled with extreme caution. Unsafe and careless handling of CRT's can cause the tubes to violently collapse inward (implode). Some tubes merely fill with air when broken and remain intact but others of the same design and construction implode violently when broken in the same manner.

- To minimise the hazard from flying debris, face shields or goggles, aprons, gloves and long sleeved garments should be worn.
- Avoid scratching or bumping any part of the tube as this may weaken the glass and possibly cause it to implode.
- Prior to the removal of any high vacuum tube, discharge all stored potential which may exist on the tube's anode button or base socket pins and the capacitor in the high voltage power supply.

Batteries

Care is required when handling all batteries as they can produce sufficient current over a very short period to severely burn you, or start a fire, if the terminals are shorted together. They can also present a risk of explosion if incorrectly terminated, disposed of, heated or disassembled. Care should also be taken when disposing of certain types of batteries. Different chemistry composition makes the disposal of some batteries an environmental hazard. Please check with IBM prior to disposing of system batteries.

LCD Panels

Liquid Crystal Display panels usually contain a fluorescent tube which contains mercury and must therefore be correctly disposed of to avoid damaging our environment. Mercury is a highly poisonous metal and care should be taken with its disposal.

LCD panels are made of glass and if broken, the internal fluid may leak. The fluid is corrosive. If you get fluid on your hands or in your eyes, immediately wash the affected areas for at least 15 minutes, then seek medical assistance if any symptoms remain.

Uninterruptable Power Supplies

An Uninterruptable Power Supply (UPS) is designed to provide power to equipment (especially servers) when the mains supply fails. Ensure that any UPS is detached from the equipment you are about to work on, as well as the mains power. An additional safety hazard is the UPS batteries which contain a corrosive electrolyte. Never work on a UPS - there are no user serviceable parts inside and if one fails the entire item should be replaced. UPSs contain large amounts of acid and disassembly could be hazardous.

Proper Handling Techniques

These guidelines should be followed when servicing any equipment.

- Check the grounding strap connections daily. Make certain they are snugly fitted before starting work with the components and printed circuit boards.
- Keep paper, nonconductive plastic, plastic foams or cardboard off the conductive bench top. Placing a component or printed circuit card on top of any of these materials effectively insulates the component from ground and defeats the purpose of the conducting surface.
- When handling ESD sensitive parts, minimise body movements to prevent the buildup of static electricity from clothing fibers, carpeting and furniture.
- Just before touching the sensitive part, discharge yourself to the frame of the machine by deliberate physical contact with the metal frame or cover. If possible, keep one hand on the frame when inserting or removing a logic card.