

AVENTIS SYSTEMS

warranty support

Aventis Systems Essentials Warranty

- Included on all products sold by Aventis Systems.
- 3 year comprehensive warranty on all servers and storage equipment.
- 1 year comprehensive warranty on all networking equipment, workstations, desktops, laptops, and hardware components.

Aventis Systems Extended Warranty

- Optional upgrade that doubles the standard warranty.
- 6 year comprehensive warranty on all servers and storage equipment.
- 2 year comprehensive warranty on all networking equipment, workstations, desktops, laptops, and hardware components.

Aventis Systems Express Warranty

- Optional upgrade that provides overnight shipping.
- Next business day parts replacement throughout the warranty term.
- Optional addition to Aventis Systems Essentials Warranty.
- Optional addition to Aventis Systems Extended Warranty.

Aventis Systems Secure Drive Warranty

- Retain hard drives when receiving replacements throughout the warranty term.
- Optional addition to Aventis Systems Essentials Warranty.
- Optional addition to Aventis Systems Extended Warranty.
- Optional addition to Aventis Systems Express Warranty.

AVENTIS SYSTEMS

maintenance support

Aventis Systems Onsite Hardware Support

- 24 hour hardware phone support, Monday through Sunday including holidays
- Next day parts replacement and onsite support, Monday through Saturday
- Available on all servers, storage, and networking equipment offered by Aventis Systems.

Aventis Systems Spare Kit

- Keep spare parts for hardware on hand for the highest level of system uptime.
- Basic Spare Kit: 1 Hard Drive and 1 Memory DIMM
- Advanced Spare Kit: 1 Hard Drive, 1 Memory DIMM, 1 Power Supply
- Superior Spare Kit: 1 Hard Drive, 1 Memory DIMM, 1 Power Supply, 1 Processor, 1 Motherboard
- Available on all servers offered by Aventis Systems.