



# Sun<sup>SM</sup> Parts Installation Service

Affordable, proven expertise



## Highlights

- Provides proven expertise and experience with Sun engineers
- Enables better decision-making capabilities with fixed prices and simple part numbers
- Helps reduce costs for customers with Sun support contracts



If you have Sun servers, workstations, and storage products covered under warranty or SunSpectrum<sup>SM</sup> support contracts, you can take advantage of Sun Services' expertise to replace customer replaceable unit (CRU) system components onsite with Sun's new service offering, the Sun<sup>SM</sup> Parts Installation Service. Leveraging the experience and expertise of Sun's engineers, you can keep your IT infrastructure running optimally while keeping your resources focused on other business. This service is ideal if you operate non-staffed "lights out" datacenters or have minimal expertise or resources for these purposes.

The Sun Parts Installation Service is easy to purchase, with consistent part numbers, and is available as an incident service or an upgrade service. The incident service offers two global part numbers for ordering, one for customers on a Sun support contract and another for those under warranty—and fixed pricing for field engineer installation. In most cases, the incident service is priced lower than standard pricing for time and materials service. Additionally, the service is even more cost effective if you have a current support contract, as you will receive a lower price.

The upgrade service is available as an option for all levels of Sun support contracts at point-of-sale, or as a warranty upgrade. This option helps reduce your administrative burden and costs, and is more attractively priced than the incident service or time and materials pricing.

## Prerequisite services

The Sun Parts Installation Service can be used for warranty and for SunSpectrum support plans when you want Sun to install your CRUs. If you are not under warranty or a current Sun support contract, you have the option to use the standard Sun time and materials service.

## Geographic availability

The Sun Parts Installation Service is available globally. See [sun.com/servicelist](http://sun.com/servicelist) for supported countries.

## Response time

For the incident service, response time is on a "reasonable effort" basis within current local business hours. For the upgrade service, response time is based on the level of service provided in your current support contract or product warranty, and on the severity of the incident.

### Terms and conditions

Pricing will vary by country. The service is priced on a per-incident basis and includes travel expenses paid for engineers servicing systems. Additional charges may apply for systems located in remote locations. This service may not be available in all locations and is subject to availability.

For a list of CRU and FRU parts, please refer to the Sun System Handbook at:  
[http://sunsolve.sun.com/handbook\\_pub/validateUser.do?target=index](http://sunsolve.sun.com/handbook_pub/validateUser.do?target=index)

### CRU examples

- Memory DIMMs
- Power supplies
- PCI interfaces
- Hard disks
- Disk backplanes
- Network adapters
- Fan trays
- Fan boards
- Fibre-channel adapters
- I/O boards
- Graphics boards
- Power cords

### Learn More

To learn more about the Sun Parts Installation Service, contact your Sun sales representative, or visit [sun.com/service/partsinstall](http://sun.com/service/partsinstall)

For a current listing of supported products, contact your local support office or visit [sun.com/contact/support.jsp](http://sun.com/contact/support.jsp)