

Sun Parts Installation Service FAQs

External/Customer FAQs

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Frequently Asked Questions (FAQs) and Answers

1. **Question:** What is the Sun Parts Installation Service?

Answer: The Sun Parts Installation Service is a new chargeable Customer Replaceable Unit (CRU) installation service for customers who would like Sun to install CRUs. The service is available as an incident service or an upgrade service. The incident service offers fixed pricing for field engineer installation under two global part numbers, one for products covered by a current Sun support contract and another for products covered by warranty. In most cases, the incident service is priced lower than standard Sun Time and Materials Service. The incident service is even more cost-effective for customers who have a current support contract covering the applicable product, as they are eligible to receive discounted pricing. The upgrade service is available as an option to a Sun support contract at point of sale, or as a warranty upgrade for eligible Sun products. This option helps reduce Sun's administrative burden and costs of replacing parts for customers, and is more attractively priced than the incident service or time and materials pricing.

2. **Question:** What is a CRU? How is it different from a FRU?

Answer: A FRU (Field Replaceable Unit) is a hardware part typically replaced by Sun authorized and trained personnel; and a CRU (Customer Replaceable Unit) is a hardware part replaced by the customer themselves. FRUs and CRUs are easily identified throughout the Sun System Handbook available via the Member Support Center. FRUs are marked with [F] and CRUs are marked with [C].

Contract customers can access the Sun System Handbook at http://sunsolve.sun.com/handbook_private/

3. **Question:** Can the Sun Parts Installation Service be used if a system is not under warranty nor on a Sun support contract?

Answer: No. Customers not under warranty or current Sun support contract should use the standard Sun Time and Materials Service.

4. **Question:** What is the response time for the Sun Parts Installation Service?

Answer: Sun will make reasonable efforts to respond to requests to install CRUs for the Sun Parts Installation Service – Incident Service. Customers using the Sun Parts Installation Upgrade Service will receive the same level of service as the underlying warranty or support contract. For example, if the customer has a Silver SunSpectrum support contract, then response time will be within 4 hours for a P1 incident.

5. **Question:** In which countries is the Sun Parts Installation Service available?

Answer: The Sun Parts Installation Service is offered in the countries listed at <http://www.sun.com/servicelist/>

6. **Question:** Which products are eligible for this service?

Answer: The Sun Parts Installation Service can be used for all Sun servers, storage and workstation products.

7. **Question:** Is travel included in the price of the Sun Parts Installation Service?

Answer: Yes, however service may not be available or may include additional charges for systems located in remote locations, as determined by the local Sun service delivery manager.

8. **Question:** Can the Sun Parts Installation Service be used for the installation of X options?

Answer: No, the Sun Parts Installation is for the replacement of CRUs and FRUs for products with a parts-only warranty. If the customer wants Sun to install X options, then this can be done via a Time and Materials service.