

Your Data Center is on the Line

FIRST-TIME FIX GUARANTEE

When you have a data center hardware issue, you need it fixed fast and fixed right — the first time.



FIRST-TIME FIX™ GUARANTEE



We'll fix your data center hardware right the first time or you get one month of support free.

At Park Place Technologies your Uptime is our number one priority. It's why we:

- Built the world's largest team of field service engineers averaging 15+ years of OEM experience.
- Maintain an inventory of 1,150,000+ spare parts.
- Introduced ParkView Hardware Monitoring™ — a service that proactively monitors your data center hardware 24/7 and accurately triages any issues that arise.

We're so confident we'll get the fix right the first time, we guarantee it. Here's how it works:

- The guarantee covers all hardware monitored by ParkView Hardware Monitoring™ and has an active Park Place Hardware Maintenance™ agreement.
- If a return trip is required to correct the same issue, upon your request, you will be credited for one month of hardware maintenance and ParkView Hardware Monitoring™ for a qualified device.
- See full terms and conditions

Contact your Park Place Technologies sales representative to put the First-Time Fix™ to work for you.

TERMS & CONDITIONS

- To qualify for the First-Time Fix™ Guarantee, device(s) must be supported with ParkView Hardware Monitoring™ and have an active Park Place Hardware Maintenance™ contract.
- If a return trip is required to correct the same issue, upon your request, you will be credited for one month of hardware maintenance and ParkView Hardware Monitoring™ for the corresponding qualified device(s) only.
- When credits are due to a client whose contract is expiring in 60 days or less, the credit will be issued only with respect to a renewal contract.

PRODUCT EXCLUSIONS

All Tape Storage Products, Dell EMC Avamar, Dell EMC Centera, SuperMicro Servers (white box), Dell EMC RecoverPoint, Dell EMC Vblock, HPE ProLiant DL980G7, Lenovo x3950 X6, Nvidia DGX, EMC Isilon Gen6, and onsite field engineer log collections.