



Maintenance Overview: Battery & Consumables

Overview

The purpose of this document is to highlight Procurri TSS's battery and consumable policy. This document is a general guideline and is subject to OEM limitations and general industry practices. Procurri TSS specific maintenance T&C's defining limitations can be found at:

<https://www.procurri.com/wp-content/uploads/2022/09/Maintenance-Services-Delivery-Terms-and-Conditions-Procurri-Sep-2022-version.pdf>

Procurri Hardware Break/Fix maintenance support does not include the replacement of batteries or any consumables that have a finite life within the system. Consumables are defined as any part or component that is used by the equipment over its life. Consumables are supported as T&M cases and are chargeable. This includes but not limited to:

Storage - Storage batteries are covered for electronic failure on a 'best effort' basis. Batteries that fail due to 'end of life' can be replaced as chargeable on T&M ticket.

- Standby Power Supplies (SPS)
- Battery Backup Units (BBU)
- Uninterrupted Power Supplies (UPS)

Solid-State Drives - Exception: **SSD are covered if the issue is due to electronic failure**. Policy is invoked when the device has reached its maximum usage limit ('end of life') it is not covered unless specified in the contract. If not specified in the contract, they can be replaced as chargeable on a T&M ticket.

Printers/Peripherals – Not Covered

- Ribbon
- Ink / Toner

General – Not Covered

- Ethernet Cables
- Power Cords
- Mounting Hardware
- Cosmetic Pieces

Servers – **Covered**, but on a 'best effort', not on a SLA basis due to battery life are

- Cache Batteries
- CMOS Batteries

Networking- SFP's / transceivers- Not Covered, customer to provide on a ticket

- 10G, 25G, 40G, 100G
- SFP's

Enterprise systems typically provide 60-90 day warnings that consumables are up for replacement. This typically gives enough time to plan for and procure replacement parts as a separate T&M activity to the maintenance contract. The SLA associated with replacements of Batteries & Consumables is Next Business Day or Best-Effort based on the consumable needed and the location of service.

Implementation of this policy is March 1, 2023