

One-Year Limited Warranty

Objective

To ensure that hardware failures of NeXT™ products are repaired or replaced by NeXT with minimal inconvenience and downtime during the customer's first year of product ownership.

Description

A One-Year Limited Warranty is included in the purchase of all NeXT hardware. During the limited warranty period, NeXT's direct customers and customers purchasing through nonservicing resellers receive NeXT's standard next-business-day on-site warranty service at no additional charge if they are within 50 miles of a servicing office. Customers located beyond the initial service area incur a small uplift fee for on-site service. On-site limited warranty service is provided by NeXT's national service provider.

To place a service call, contact NeXT Service Operations at 1-800-848-NeXT.

Customers who purchase from NeXT Authorized Resellers receive carry-in or on-site limited warranty service, depending on the reseller.

Target Audience

All NeXT customers.*

Prerequisites

Purchase of a NeXT computer or printer.

Price & Part Number

Free of charge*.

Registration & Information

The limited warranty is activated one week from the shipment date. To assist in warranty verification, complete, sign, and return the customer registration card enclosed with each new system.

*May be subject to uplift fee if located more than 50 miles from a servicing office.

Next-Day On-site Extended Warranty

Objective

To provide direct customers and customers purchasing through nonservicing resellers a convenient way to extend warranty coverage and manage maintenance costs for NeXT™ systems.

Description

One- to three-year extended warranty service provides next-business-day on-site repair, Monday through Friday, 8:30 a.m. to 5:00 p.m. Service is provided by NeXT's national service provider.

Extended warranty contracts may be purchased in conjunction with the initial hardware purchase or after the equipment is installed.

Customers located more than 50 miles from the servicing office may be subject to a zone uplift fee in addition to standard extended warranty charges.

Customers purchasing NeXT equipment from a reseller who has chosen to defer service obligations may also purchase the Next-Day On-site Extended Warranty. In this case, reseller customers may purchase the extended warranty through their reseller. They are billed directly by NeXT and receive service from NeXT's national service provider.

Target Audience

Customers who purchase directly from NeXT or through nonservicing resellers.

Prerequisites

NeXT equipment that has been out of warranty for 90 days or more must be tested to ensure full functionality prior to purchasing a Next-Day On-site Extended Warranty contract.

Price & Part Number

Varies by configuration. Refer to the current NeXT price list. (Part number varies by configuration.)

Registration & Information

Contact a NeXT sales representative or call 1-800-848-NeXT.

Same-Day On-site Extended Warranty

Objective

To provide customers who have critical service response needs with a method of obtaining enhanced limited or extended warranty services.

Description

By special request, NeXT's direct customers within 50 miles of a servicing office may upgrade a standard One-Year Limited Warranty or Next-Day On-site Extended Warranty to *same-day* on-site limited or extended warranty service. Service is provided by NeXT's national service provider.

Target Audience

Customers who purchase directly from NeXT™ or through nonservicing resellers.

Prerequisites

Minimum purchase of 25 NeXT computers at one site. The customer must be located within 50 miles of a servicing location. In some instances, customers may be required to purchase additional inventory to be used for service spares. Prior to purchasing a Same-Day On-site Extended Warranty contract, all out-of-warranty product must be tested to ensure full functionality.

Price & Part Number

Priced on an individual basis through the NeXTedgesm custom bid process. Price is approximately a 25 percent premium to NeXT's standard Next-Day On-site Extended Warranty prices. (Part number varies by configuration.)

Registration & Information

Contact a NeXT sales representative or call 1-800-848-NeXT.

Time-and-Materials Service

Objective

To enable customers with NeXT™ hardware no longer under warranty to obtain service on a time-and- materials basis.

Description

Hardware repair services billed by the hour. Time-and-materials rates apply to service calls on nonwarranty equipment. Customers not under warranty may call 1-800-848-NeXT to schedule on-site repairs of NeXT equipment. Services must be prepaid.

Target Audience

Customers who purchase directly from NeXT or through nonservicing resellers.

Prerequisites

Services must be prepaid.

Price & Part Number

\$140 per hour, two-hour minimum, plus parts (part number E1039).

Registration & Information

Contact NeXT Service Operations by calling 1-800-848-NeXT.

Custom Service Proposals

Objective

To accommodate unique service requirements of NeXT™ customers.

Description

NeXT develops service packages to best address each customer's individual requirements. Three custom options are available:

The Custom Bid Program

Customers can work directly with NeXT to develop hardware service programs specific to their unique needs.

The Self-Service Program

Qualified organizations with 25 or more NeXT™ systems can become authorized to service their own NeXT hardware.

The Independent Service Provider Program

Customers who have an established relationship with a third-party maintainer (TPM) can use that TPM for their NeXT service. TPMs must meet the qualification criteria for NeXT Authorized Service Centers. They are restricted to servicing only the specified customer's account.

Self-service providers and independent service providers must attend NeXT hardware service training, purchase parts inventory, and sign a contract with NeXT.

Once authorized, these service providers are eligible for *NeXT Service Alerts* and discounts on the purchase of service parts.

Target Audience

Customers who purchase directly from NeXT.

Prerequisites

Custom Bids must be coordinated through NeXTedgeSM. Self-Service Program and Independent Service Provider Program participants must meet appropriate prequalification criteria and, once approved, attend the NeXT Hardware Service training.

Price & Part Number

Priced on an individual basis through the NeXTedge custom bid process (part number E1052).

Registration & Information

Contact a NeXT sales representative or call 1-800-848-NeXT. Participants must complete, sign, and forward the appropriate contract to a NeXT sales representative and to NeXTedge Service Partnerships for processing.