

Warranty Policy Matrix for eSys Products

Vendor	Products	DOA ownership	DOA Process	DOA Period	Warranty Ownership	Warranty Period	Warranty Methodology	Warranty Type	Tracking Mechanism	eSys Process
Motherboards										
Asrock	Motherboards	eSys	Replacement with new one	10 days	eSys	24 months from eSys invoice/36 months if it belongs to eSys PC	Carry In Warranty	SWAP with refurbished at eSys Service centres	Product Serial no & eSys inv no	SWAP
Foxconn	Motherboards	eSys	Replacement with new one	10 days	eSys	36 months from eSys invoice	Carry In Warranty	SWAP with refurbished at eSys Service centres	Product Serial no & eSys inv no	SWAP
MSI	Mbds	eSys	Repair / Replacement	10 days	MSI	36 months from eSys invoice	Carry In Warranty	SWAP with refurbished at eSys Service centres	Product Serial no & eSys inv no	SWAP
MSI	VGA / Graphics Cards	eSys	Repair / Replacement	10 days	MSI	36 months from eSys invoice	Carry In Warranty	SWAP with refurbished at eSys Service centres	Product Serial no & eSys inv no	SWAP
Intel**	CPU's/MB's	Intel	Replacement with new unit / Credit	30 days from eSys invoice	Intel	Varies from Model to Model	Carry In Warranty	SWAP at Vendor service centre	Batch No & eSys inv no	NA
ECS	mbd part of esys PC	eSys	Repair / Replacement	30 days from eSys Invoice	eSys	12 months from eSys invoice	Carry In Warranty	Repair / Replacement	Product Serial no & eSys inv no	SWAP
PC'S AND LAPTOPS										
eSys	eSys PC	eSys	Repair/Replacement with new one	30 days from eSys Invoice	eSys	36 months from eSys invoice	36 months carry in warranty	Carry In Warranty AT Esys Service Centre	Product Serial no & eSys inv no	Repair
eSys Laptop	eSys Laptop	eSys	Repair/Replacement with new one	20 days from eSys Invoice	eSys	12 months from eSys invoice	Carry In Warranty	Repair at eSys Service Centre	Product Serial no & eSys inv no	Repair
IBM	Servers / Storage	IBM	Replacement with new one based on IBM approval	60 Days from esys Invoice	IBM	Varies from Model to Model	Varies from Model to Model	Repair at customer place	Product Serial no & eSys inv no	Repair
Lenovo	Desktops	Lenovo	Replacement with new one based on Lenovo approval	60 Days from esys Invoice	Lenovo	Varies from Model to Model	Varies from Model to Model	Repair at customer place	Product Serial no & eSys inv no	Repair
Acer	Desktops/Laptops	Acer	Replacement with new one	30 days from eSys Invoice	ACER	Varies from Model to Model	VARIABLES from Model to Model	VARIABLES from Model to Model	Product Serial no & eSys inv no	Repair
Apple	iPods/Desktops/Laptops	Apple	Replacement with a new one	As per Apple approval	APPLE	Varies from Model to Model	VARIABLES from Model to Model	Repair at customer Place	Product Serial no & eSys inv no	Repair
Wipro	Desktops/Laptops	Wipro	Replacement/Repair by Wipro service	as per wipro approval	WIPRO	VARIABLES from Model to Model	VARIABLES from Model to Model	VARIABLES from Model to Model	Product Serial no & eSys inv no	Repair
RAM										
Hynix	128/256/512 MB SDRAM	Hynix	Repair/Replacement with new one	7 days from eSys Invoice	eSys	36 months from eSys invoice	Carry In Warranty	SWAP with refurbished at eSys Service centres	Product Serial no	SWAP
Hynix	128/256/512 MB DDR /DDR2	Hynix	Repair/Replacement with new one	7 days from eSys Invoice	eSys	36 months from eSys invoice	Carry In Warranty	SWAP with refurbished at eSys Service centres	Product Serial no	SWAP
Dynet	128/256/512 MB SDRAM	Dynet	Repair/Replacement with new one	7 days from eSys Invoice	eSys	36 months from eSys invoice	Carry In Warranty	SWAP with refurbished at eSys Service centres	Product Serial no	SWAP
Dynet	128/256/512 MB DDR /DDR2	Dynet	Repair/Replacement with new one	7 days from eSys Invoice	eSys	36 months from eSys invoice	Carry In Warranty	SWAP with refurbished at eSys Service centres	Product Serial no	SWAP
HDD										
Samsung	HDD	Samsung	Replacement with new one	NA	Samsung	60 months from esys invoice except for OEM Customers	Carry In Warranty	SWAP with refurbished at eSys Service centres	Product Serial no & model no.	SWAP
WD	HDD	WD	Same as Warranty	NA	WD	60 months from esys invoice except for OEM Customers	Carry In Warranty	SWAP with refurbished at WD Service centres	Product Serial no & model no.	SWAP

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