

Education Information Technology

Our ref: EdIT/RDM/3-YEAR EXTEND WARRANTY NOTIFICATION.DOC

Date: 7 May 2002

To: **Management Systems Administrators in Primary, Secondary and Special Schools.**

Subject: **3 Years Extended Warranty Pack for your SQL File Server procured through the IMS Project.**

Contact: **EdIT Helpline 0121 303 5100; edithelp@birmingham.gov.uk**

During the period since September 2001 you have taken delivery of a Compaq SQL File Server, funded for you through the IMS Project. Please find enclosed a Compaq "Carepaq" 3 Years Extended Warranty Pack. This has been funded for you through the IMS Project, and after registration, will give you 3 years on-site warranty from an authorised Compaq repairer (SCC are the City Council's maintenance contractor for Compaq equipment). Schools who have bought in to the EdIT subscription should raise maintenance calls through the EdIT Helpline, as you do with equipment covered under the City maintenance contract.

After registering your server for this extended warranty you will not need to take out the Enhanced or Standard Silver Cover for a period of three years.

There two ways to register your file server for this extended warranty:-

BY POST

Fill in your schools details on the card inside the warranty pack, and affix a postage stamp. You should find that EdIT have already entered the serial number of the file server on the card for you.

REGISTERING ONLINE

Go to <http://carepaq.emea.compaq.com> (PLEASE NOTE: This URL is NOT prefixed with www)

Double-click on the "flag" for United Kingdom.

Enter the serial number of your server from the enclosed card.

Enter the Contract Number, this can be found on the card inside the warranty pack in large figures above a bar code.

Confirm the servers model name when prompted, this should be prefixed with Compaq Proliant ML300ET.

Submit the school phone number, fax number and email address when prompted, followed by the postal details.

You will then see an on-screen prompt showing that your registration has been received and is being processed.