



Warranty Terminology Glossary

Created by:

**CompTIA
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Services and Support Section**

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Important Note:

The following definitions/terminologies within this document have been compiled and reviewed from 'best practices' of a cross section of the manufacturer and service provider community.

The definitions/terminologies within this document are intended for descriptive purposes of the warranty delivery to the end user for in-warranty events.

The purpose of these definitions is to establish a common understanding of warranty scope and delivery terminology. It is intended that these definitions provide an additional level of customer understanding with respect to manufacturer standard warranty provisions.

The definitions/terminologies within are not intended to change or alter the context of the manufacturers warranty commitment.

This document does not include definition interpretation relating to individual contract provision outside of the standard manufacturer warranty commitment (service provider 'up-sell' of service). Service entitlement within this area is understood to be too complex and varied to be adequately covered in this manner. These definitions will however provide an essence and 'spirit of agreement' across all service interfaces.

Contributing companies for the creation of this document include:

**AMC Corporation USA
Computacenter Europe
CS Holdings South Africa
EAF Europe
Epson USA
Fujitsu-Siemens Europe
Getronics Europe
HP Europe
HP USA
IBM Europe
IBM USA
Minolta Europe
Nashua South Africa
NRG Group Europe
ServiceSource Europe
Siemens Europe
Siemens USA
Sony Europe
Sun Canada
Toshiba Europe
Unisys Europe
Unisys USA
Xerox Europe
Xerox South Africa**

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Note: Items in BOLD are defined elsewhere in the glossary.

1.0 ASP/OEM - Authorised Support Provider/Authorised Service Provider/Original Equipment Manufacturer (to be known as ASP/OEM for the remainder of this document)

Any service organisation authorised by the manufacturer to conduct warranty services on behalf of the manufacturer. ASP shall also be understood to include the manufacturer itself (OEM), for the purpose of this document.

1.2 Response

Following **call qualification** the **ASP/OEM** will respond to the service event. The first response may not always result in fault resolution but will enable further diagnosis to assist in accurate fault/fix resolution.

Depending upon the nature of the support applicable, response may be deemed to have taken place upon -

- Use of a **remote fix**
- Attendance to service event by on site engineer/**technical courier**
- Dispatch of a **Customer Replaceable Unit**

The support and response formats will vary depending upon **equipment** type and manufacturer warranty scope. Individual performance of **response time** will vary by **ASP/OEM**.

1.3 Response Time

The period of time from when a call is properly logged into a call tracking system to the time of **response**.

1.4 Fix/Repair

Restoration of the **equipment** to “normal operating conditions”, as described within the **equipment** documentation. This may be deemed completed by **remote fix**, help desk intervention, engineer attendance to customer site, **equipment** return to a central location (see **depot repair**), replacement of defective **Customer Replaceable Unit** or replacement of the defective **equipment**.

1.5 Remote Fix

A service event completed by the **ASP/OEM** without attending the customers’ location. This may involve the use of:

- Product technical experts
- Knowledge based systems
- Failure analysis scripts
- Use of remote diagnostic tools
- Customer resolution of problem via downloaded or sent scripts, patches etc
- Exchange of **Customer Replaceable Units**

1.6 First Time Fix

Restoration of **equipment** to ‘**normal operating conditions**’ as a result of the first combination of service actions applied by the **ASP/OEM**.

1.7 Call Qualification.

Call qualification is the process of warranty/service entitlement recognition & problem identification carried out by the **ASP/OEM** in conjunction with the customer.

Upon logging a call with the **ASP/OEM**, the customer will be asked to provide information to validate that their machine is covered by the manufacturer warranty, to which service they are entitled and to enable fault diagnosis.

Typical information to be provided by the customer includes:

- Customer Name & Address
- Phone Number
- Email Address
- Serial Number of Unit
- Proof of Purchase
- Make & Model of Unit
- Location of Unit
- Description of Fault/error messages

Other information may be requested appropriate to specific manufacturer’s request and will be communicated by the **ASP/OEM** at the point of call logging.

1.8 Diagnose Before Dispatch

To be defined

1.9 Equipment

Equipment (hardware products) means equipment, its features, conversions, **options**, upgrades, elements, parts, accessories, or any combination of them, as supplied to the original order specification. It does not include, for example, **consumables** or software programs, whether pre-loaded, installed subsequently, or otherwise.

1.10 System Software - Machine Code (MC) or Licensed Internal Code (LIC)

Some IT **equipment** is provided with System Software also known as Licensed Internal Code (LIC) or Machine Code (MC). Machine Code (MC) and Licensed Internal Code (LIC) is commonly known as BIOS, Utilities, Diagnostics, Device Drivers, or Microcode. The warranty of this type of code may differ from that of the warranty of the hardware that the code is installed in.

1.11 Normal Operating Environment

The environmental circumstances that the manufacturer has designed the **equipment** to function in for regular and routine use, generally expressed in terms of upper and lower tolerance limits.

Running **equipment** in environments outside of the **normal operating environment** stated by the manufacturer may invalidate any warranty agreement associated with that **equipment**.

1.12 Normal Operating Conditions.

A level of functional operation as indicated by manufacturer diagnostics and / or pre-determined test routine, advised within **equipment** documentation or via manufacturer support.

1.13 RMA Number

A Return Material Authorisation number issued by the **ASP/OEM**, which is confirmation, that **equipment** can be returned.

2.1 Warranty Entitlement

The warranty entitlement is between the customer and **ASP/OEM**. It establishes what will be done by both parties and to what constraints, in order to achieve the service entitlement.

The entitlement will identify the

- 1) the type of service
- 2) the responsibilities of the customer
- 3) the responsibilities of the supplier of the service
- 4) the time constraints of the agreed service
- 5) where appropriate, the mechanism of engaging and completing the service
- 6) Geographic warranty entitlements (e.g. Global Warranty)
- 7) Exclusions/extensions

Examples of such would include:

- what information the customer must provide to receive the service
- what time frame the customer could expect the work to be completed within
- what work is covered by the warranty
- how the customer must package the product if returned to the **ASP/OEM**

2.2 Warranty Term

The manufacturer warrants that **equipment** purchased from the manufacturer, or from a manufacturer Authorized Reseller, is free from defects in materials or workmanship under normal use during the warranty period. The warranty period will be defined within the **equipment** or invoice documentation and commence from the **warranty commencement** date.

2.3 Warranty Commencement

The warranty period commences on the date of **equipment** purchase and is confirmed through a **proof of purchase**. In the event that the date of manufacture is different to the date of purchase, the **proof of purchase** will have precedence. In some cases, purchase date may be estimated by a decodable unique serial number containing the manufacture date.

2.4 Pre – failure Warranty

If any **equipment**, which utilises manufacturer proprietary IT management or monitoring software during its service period, identifies that a component is operating below its pre-determined thresholds, then this component will be considered defective, even if it did not actually fail. It can be replaced or repaired according to the warranty services to which the **equipment** is entitled. Predictive thresholds are generally pre-determined for hard drives and ECC memory components, but need to be confirmed by the **equipment** manufacturer on a case-by-case basis.

2.5 Warranty Transfer

Refers to whether a warranty title is transferable if product is sold or transferred from one party to another.

3.1 Depot Repair

For equipment that is serviced by this type of repair, the **ASP/OEM** is responsible for conducting any applicable **remote fix** actions where possible. If unsuccessful correcting the fault, the **equipment** will be repaired at a designated **ASP/OEM** repair location by qualified personnel.

The customer has responsibility for arrangement and expense of transportation to the repair location. The customer should ensure the **equipment** is appropriately packaged as per manufacturer's guidelines. Upon completion of the repair, the arrangement and expense of the return transportation to the customer is typically the responsibility of the **ASP/OEM**. Installation and verification is typically the responsibility of the customer.

3.2 Return to Base

For equipment that is serviced by this type of repair, the **ASP/OEM** is responsible for conducting any applicable **remote fix** actions where possible. If unsuccessful correcting the fault, the **equipment** will be repaired at a designated **ASP/OEM** repair location by **qualified repair** personnel.

The customer has responsibility for arrangement and expense of transportation to the repair location. The customer should ensure the **equipment** is appropriately packaged as per manufacturer's guidelines. Upon completion of the repair, the arrangement and expense of the return transportation to the customer is typically the responsibility of the **ASP/OEM**. Installation and verification is typically the responsibility of the customer.

3.3 Mail-In

For equipment that is serviced by this type of repair, the **ASP/OEM** is responsible for conducting any applicable **remote fix** actions where possible. If unsuccessful correcting the fault, the **equipment** will be repaired at a designated **ASP/OEM** repair location by qualified personnel.

The customer has responsibility for arrangement and expense of transportation to the repair location. The customer should ensure the **equipment** is appropriately packaged as per manufacturer's guidelines. Upon completion of the repair, the arrangement and expense of the return transportation to the customer is typically the responsibility of the **ASP/OEM**. Installation and verification is typically the responsibility of the customer.

3.4 Carry-In

For equipment that is serviced by this type of repair, the **ASP/OEM** is responsible for conducting any applicable **remote fix** actions where possible. If unsuccessful correcting the fault, the **equipment** will be repaired at a designated **ASP/OEM** repair location by qualified personnel.

The customer typically has responsibility for arrangement and expense of transportation to and from the repair location. The customer should ensure the **equipment** is appropriately packaged as per manufacturer's guidelines. Installation and verification is typically the responsibility of the customer.

3.5 Collect & Return

For equipment that is serviced by this type of repair, the **ASP/OEM** is responsible for conducting any applicable **remote fix** actions where possible. If unsuccessful correcting the fault, the **equipment** will be repaired at a designated **ASP/OEM** repair location by qualified personnel.

The **ASP/OEM** typically has responsibility for arrangement and expense of transportation to and from the repair location. The customer should ensure the **equipment** is appropriately packaged as per manufacturer's guidelines. Installation and verification is typically the responsibility of the customer.

3.6 On-Site Repair

If the **equipment** qualifies for On-Site warranty service by meeting the necessary requirements, and, the problem cannot be resolved by **remote fix**, the **ASP/OEM** will attend the customer premises to **fix/repair** the **equipment**.

3.7 Qualified **Fix/Repair**

A **fix/repair** performed by a certified technician authorised to troubleshoot and repair **equipment**. A qualified **fix/repair** will generally mean **on-site repair** except in the case of a software error capable of being resolved by **remote fix**. A technician deemed qualified by an OEM in the case of a CRU could be an end user.

3.8 Normal Exchange

The process by which operational **replacement unit** is sent to the customer by an **ASP/OEM** after the original defective **equipment** has been returned to the **ASP/OEM**.

3.9 Advance Exchange.

The process by which operational **replacement unit** is sent to the customer by an **ASP/OEM**, prior to the original defective **equipment** being returned to the **ASP/OEM**.

4.1 Replacement Unit

The **ASP/OEM** may complete the **equipment repair** by exchanging the defective **Customer Replaceable Unit** or **Repairable Customer Replaceable Unit** with a replacement. The replacement will be, as a minimum, of equivalent quality and functionality and will not reduce the original **warranty term**.

4.2 Loan Unit

A loan unit is exchanged for the defective **equipment** while being repaired. The Loan Unit may not be new but will be in good working order and, as a minimum, of equivalent functionality. The defective **equipment** will be repaired and exchanged back for the Loan Unit.

4.3 Customer Replaceable Unit (CRU)

Equipment that is designated by the manufacturer as capable of being replaced by the customer with written instruction. Examples of Customer Replaceable Units include, keyboards, mice and speakers. Customer may be asked to return failed unit or part to comply with recycling obligations.

4.4 End User Replaceable Unit (EURP)

Equipment that is designated by the manufacturer as capable of being replaced by the customer with written instruction. Examples of End User Replaceable Units include, keyboards, mice and speakers. Customer may be asked to return failed unit or part to comply with recycling obligations

4.5 Repairable Customer Replaceable Unit

Equipment designated by the manufacturer as capable of being replaced by the customer with written instruction that are designated by the manufacturer as repairable. Repairable Customer Replaceable Units must be returned to the **ASP/OEM**.

4.6 Repairable End User Replaceable Unit

Equipment designated by the manufacturer as capable of being replaced by the customer with written instruction that are designated by the manufacturer as repairable. Repairable End User Replaceable Units must be returned to the **ASP/OEM**.

5.1 Consumable Part

These parts are generally not serviced within the general product service offering, and are typically replaced at the customer's expense except for **early life failure** items. A listing of items classified as consumable and their attributable warranties, will be available via the manufacturer. Generally consumable parts will not be returned to an **ASP/OEM**, however, customers may be asked to return failed unit or part to comply with recycling laws or obligations (i.e. toner cartridges).

5.2 Expendable Part

These parts are parts that typically are not returned to an **ASP/OEM** for repair however, customers may be asked to return failed part to comply with recycling laws or obligations (i.e. toner cartridges).

5.3 Repairable Part

Repairable parts are generally serviced within the general product service offering. Repairable parts may with be replaced or repaired at the discretion of the manufacturer or service provider. A listing of items classified as repairable and their attributable warranties will be available via the manufacturer. Generally repairable parts (defective or non-defective) need to be returned to the **ASP/OEM**.

6.1 Technical Courier

A technically competent transport provider, directed by the **ASP/OEM**, to deliver to the customer and install, specific parts or products, to **fix** a reported service event. The technical courier may also be responsible for returning defective, repairable, parts to the **ASP/OEM**.

6.2 Peripheral Technician

A technically competent representative, directed by the **ASP/OEM**, to deliver to the customer and install, specific parts or products, to **fix** a reported service event. The technical courier may also be responsible for returning defective, repairable, parts to the **ASP/OEM**.

7.1 Same day

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer by midnight that day, subject to the provisions described in section 7.11

7.2 Same Business Day

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer that business day, subject to the provisions described in section 7.11

7.3 Next Day

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer by midnight the following day, subject to the provisions described in section 7.11

7.4 Next Business Day

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer by the end of the following business day, subject to the provisions described in section 7.11

7.5 One Day

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer within 24 hours, subject to the provisions described in section 7.11

7.6 One Business Day

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer within 24 hours during business hours, subject to the provisions described in section 7.11

7.7 Two Day

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer within 48 hours, subject to the provisions described in section 7.11

7.8 Two Business Day

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer within 48 hours during business hours, subject to the provisions described in section 7.11

7.9 Five Business Day

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer within 5 working days, subject to the provisions described in section 7.11

7.10 X Hours

Following the placement of a service request during ASP/OEM defined business hours, service will be rendered to the customer within X hours, subject to the provisions described in section 7.11

X to be defined within the timing of the specific **warranty entitlement**.

7.11 Business Day/Hours of Business

Business Day is defined as Monday through Friday, excluding National Holidays (please check local exclusions).

Hours of business for purposes of definition within a business day may vary by country and manufacturer. The hours are typically between 8:00 and 17:00, local time, on a Business Day.

Manufacturers may choose to limit the service entitlement based on the time of the day of initial contact from customer. E.g. 'Same Day' **response** provided customer calls the **ASP/OEM** by 11:00am.

8.1 Parts Only

If the **equipment** is covered by parts replacement warranty, and, the problem cannot be resolved by help desk support, the replacement parts will be supplied free of charge during the warranty period. The customer will be charged for any labour costs requested of an **ASP/OEM** in order to complete the fix/**repair**.

8.2 Labour Only

If the **equipment** is covered by labour warranty, and, the problem cannot be resolved by help desk support, the labour will be provided free of charge during the warranty period. The customer will be charged for any parts and logistics costs requested of an **ASP/OEM** in order to complete the fix/**repair**.

8.3 Parts and Labour

If the **equipment** is covered by parts and labour warranty, and, the problem cannot be resolved by help desk support, the labour and replacement parts will be supplied free of charge during the warranty period. The customer will be charged for costs requested of an **ASP/OEM** in order to complete the **fix/repair**.

8.4 No Fault Found

The **equipment** reported as defective is found, upon investigation or attempted **fix/repair**, to be operating within manufacturer's specifications. As such the **ASP/OEM** is not obliged to provide any further support for the reported fault. The **ASP/OEM** may reserve the right to charge the customer for service provided without a fault being identified.

8.5 No Problem Found

The **equipment** reported as defective is found, upon investigation or attempted **fix/repair**, to be operating within manufacturer's specifications. As such the **ASP/OEM** is not obliged to provide any further support for the reported fault. The **ASP/OEM** may reserve the right to charge the customer for service provided without a fault being identified.

8.6 No Defect Found

The **equipment** reported as defective is found, upon investigation or attempted **fix/repair**, to be operating within manufacturer's specifications. As such the **ASP/OEM** is not obliged to provide any further support for the reported fault. The **ASP/OEM** may reserve the right to charge the customer for service provided without a fault being identified.

8.7 Beyond Economical Repair

If the **equipment** defects are deemed so extensive that the **repair** will approach the price of a replacement with a new product, it may be considered Beyond Economical Repair. Also if obsolete or proprietary parts are found to be defective with no viable replacement options, a **repair** may be considered Beyond Economical Repair.

8.8 Customer Damage/User Induced Fault

Service calls resulting from operating error, accident, negligence or misuse of the **Equipment** by the customer including operation in a manner contrary to the manufacturers' operating instructions.

8.9 Early Life Failure

The product is found to be defective within a period defined by the manufacturer after purchase or initial installation. The manufacturer's **warranty entitlement** may define the resolution path for events of this nature. In some cases this may involve a **replacement unit**.

8.10 Defective on Arrival

The product is found to be defective within a period defined by the manufacturer after purchase or initial installation. The manufacturer's **warranty entitlement** may define the resolution path for events of this nature. In some cases this may involve a **replacement unit**.

8.11 Dead on Arrival

The product is found to be defective within a period defined by the manufacturer after purchase or initial installation. The manufacturer's **warranty entitlement** may define the resolution path for events of this nature. In some cases this may involve a **replacement unit**.

8.12 Proof of Purchase

Proof of Purchase can be a dated sales or delivery receipt, showing the date of purchase of the product and identifies the product (i.e. Serial Number). Requirements for a valid proof of purchase may be defined by the manufacturer and/or by local laws.

8.13 Reasonable Endeavour/Effort

The **ASP/OEM** will do what they can to perform a **repair** to restore the customer product to working order, or identify an alternative solution if available, with no guarantee that there will be a final resolution to the customers' problem, or a resolution in the customers' expected timeframe. The **ASP/OEM** will communicate all issues related to provision of the service to the customer at all times and will advise appropriate actions to rectify to the customers' satisfaction.

8.14 Options

Accessories inside the system unit such as video adaptors, mass storage devices, interface controllers, memory, modem and hard disk drives. Products external to the system unit such as external storage subsystems and other peripherals. All items described as above and purchased with the system unit or at a later time may be classified as options. The **warranty entitlement** for options will be manufacturer specific.

On behalf of the industry, CompTIA would like to specifically thank the following individuals for their time and effort into the compilation of this glossary:

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