

# Support



## Quality

At Red Barn, we have an unending commitment to quality. We only use industry-standard hardware and components that have proven reliability.



## Accountability

Our 3-year “no questions asked” warranty means that you won’t have to deal with traditional tech support that keeps you on hold – we offer personal support, whether collaborating with other experts or guiding novices.



## Care

Collaboration with our clients doesn’t end at delivery – we provide technical support, warranty service, and repairs to meet the specific needs of high performance computing consumers.

## Customer Service and Returns

First Name \* PLEASE ENTER BEFORE SUBMITTING

John

Last Name \* PLEASE ENTER BEFORE SUBMITTING

Doe

Phone \* PLEASE ENTER BEFORE SUBMITTING

###-###-####

Email \* PLEASE ENTER BEFORE SUBMITTING

johndoe@email.com

Organization

Org Name inc.

Part/Item Number \* PLEASE ENTER BEFORE SUBMITTING

#####

Serial # (If Applicable)

#####

Return Reason \* PLEASE ENTER BEFORE SUBMITTING

Submit

### Contact Customer Service

Phone: 607-772-1888  
Toll Free: 800-796-8809

Business Hours:  
Monday - Friday  
9:00 AM - 6:00 PM EST

Tech Support can be reached by email at [help@redbarnhpc.com](mailto:help@redbarnhpc.com) or submit a support ticket below.

## Tech Support

First Name \* PLEASE ENTER BEFORE SUBMITTING

John

Last Name \* PLEASE ENTER BEFORE SUBMITTING

Doe

Phone \* PLEASE ENTER BEFORE SUBMITTING

###-###-####

Email \* PLEASE ENTER BEFORE SUBMITTING

johndoe@email.com

Organization

Org Name inc.

Subject \* PLEASE ENTER BEFORE SUBMITTING

Message's Subject

Message \* PLEASE ENTER BEFORE SUBMITTING

Submit

### More Info

Warranty Claims can be made by calling our customer service department or completing this **Return Material Authorization** Form.

### 3-Year HPC Warranty

Covers any hardware failures within 3 years

Free 2-way shipping

Cross-ship components within 48 hours of failure

Free spares provided for larger installations to virtually eliminate downtime and the need for expensive support/service upgrades