

## Gateway Warranty Procedure

Gateway warranty is a 3-year/On-site warranty on all their computing equipment. When Gateway equipment is still covered by the warranty and needs replacement parts, a Service Request is placed (usually by Brian Lenz) with **Vendor Repair-NON Dell** selected as the 2<sup>nd</sup> referral.

1. Find and accept the Service Request by putting your initials under the 2<sup>nd</sup> Referral Assign and entering today's date. *(Currently in the FileMaker version, the Service Request can be found by selecting the **Info Support** button on the Data Entry screen. Then selecting the **Info & Tech Support** button under the Accepting Referrals section of the Information Support Menu screen.)*
2. Locate the Serial number of the CPU. (A Serial number is required for each CPU needing replacement parts. Only CPU Serial numbers are accepted.)
  - a. To locate a serial number, go to the IST Hardware Inventory application (ORACLE via current login process). Select the **Inventory Status** report for the CPU lookup to get the serial number using the barcode as the search criteria.
  - b. If a replacement monitor is being requested, you must find a CPU Serial number that was received on the same PO number and use that Serial number.
    - \* Find the PO number by selecting the **Inventory Status** report for the monitor lookup using the barcode as the search criteria. Next, do an inventory lookup via the **Departmental and Unit Customer Reports** lookup screen using the PO number as the search criteria. All items purchased under the specified PO number will be listed. Use any serial number from any CPU on that same PO numbered order.
3. Place the parts request via the Gateway Support site.
  - a. Go to: [https://support.gateway.com/support/contact/contact\\_tech1.shtml](https://support.gateway.com/support/contact/contact_tech1.shtml)
  - b. Select **Desktop** from the *product* pull down menu
  - c. Enter the Serial number of the CPU and select the **Next** button.
  - d. Select **For work at an educational institution** from the *How do you use your Gateway Product* pull down menu and select the **Next** button.

- e. Fill out the *Contact Information* section. Enter the Email, firstname, and lastname information in the required fields and enter **SDSU** in the *Company Name*. Select the **Next** button.
- f. Fill out the *System Information* section. Select **Windows XP Pro** from the *Operating System* pull down box and select the **Next** button.
- g. Fill out the *Issue Description* section.

- \* 1. *What is the issue, problem, or question you'd like assistance with?*

- \*\* Enter a description: **I.E. floppy drive won't read or write CD's. Please send replacement drive.**

- \* Leave boxes 2 through 4 blank.

- \* Enter in Box 5 things you've tried before requesting replacement part. Depending on the issue: **I.E. Put in a different drive and works fine. Please send replacement drive.**

- \* Confirm your Email by entering the same Email address you entered under the Contact Information section.

- \* Select the **Send** button. All the information will be sent to Gateway Support.

- 4. Go back to the Service Request and enter your time spent and comments. (i.e., *Requested replacement part from Gateway and the Serial number used*). You will get a computer-generated response from Gateway stating that they have received your request. Do nothing with this response.
- 5. When you receive the 2<sup>nd</sup> message from Gateway, enter the Gateway Service Request number and Gateway Order number it provides into your Service Request comments. A 3<sup>rd</sup> email may be received confirming shipment of repair parts. (We do not always receive this email).
- 6. Receive the part(s). The parts will arrive in a day or two from report submission. Enter that the parts are received into your Service Request comments.
- 7. Send the defective part(s) back (if required). You won't know if the defective part needs returning, until the new part is received. If the defective item should be shipped back, a Return Shipping label will accompany the new part in the box. Get the items from the technician who referred the Service Request, box it up for shipping, and affix the Return Shipping label. Cut the tracking number from the bottom of the Return Shipping label and affix it to the Gateway packing slip. File the Gateway packing slip in the yellow folder located in the tall bookcase, 4<sup>th</sup> shelf up in Sandy's office. Folder is titled **Gateway Returns**. Take the box to the Mail

Room (LL-109) and place it next to the outgoing mail bins. (No call needs to be made as these boxes are picked up daily from Receiving.)

8. Give the technician who referred the Service Request the new parts.
9. Amend the Service Request as completed for the 2<sup>nd</sup> referral and add a Completion Date to close the ticket.