



Hardware Replacement

Keeping your business running smoothly.

Features

- Guaranteed replacement of a failed or broken device minimizes downtime
- Advance Hardware Replacement includes non-warranty screen breakage replacement units
- On-site Hardware Replacement 10-Packs give you control over your hardware replacement needs

The Palm Escalation Support program includes two hardware replacement offerings designed to complement the Technical Escalation Support services. Either one of these two offerings—Advance Hardware Replacement or on-site Hardware Replacement 10-Packs—ensure that your business will experience only minimal disruption in the unlikely event of a hardware failure.

Advance Hardware Replacement

Provided only with the Full-Service support class, the Advance Hardware Replacement service provides next-business-day replacement of covered failed or broken Palm™ handheld devices. This offering simplifies service by removing the need to manage on-site spares. If a Palm Technical Support Engineer determines that hardware must be replaced, a replacement device is dispatched directly to your location *before* you ship the faulty hardware back to Palm. Next-day replacement is available as long as the replacement order is received by 5:00 p.m. (Pacific Time) for all devices, excluding the Palm VII, which must be received by 4:00 p.m. (Pacific Time)*. As an added benefit, the Advance Hardware Replacement option also covers non-warranty screen breakage.

Hardware Replacement 10-Packs

Provided with the Self-Service support class, the Hardware Replacement 10-Packs option lets you own and manage your hardware replacement using an inventory of replacement spares. Sold in packs of 10, these replacement packs are kept on-site and put into service whenever hardware replacement is deemed necessary. Palm also has repair services available so that you can recycle your on-site Hardware Replacement inventory.

You can also purchase on-site Hardware Replacement 10-Packs to supplement the Advance Hardware Replacement option. These packs can be used for immediate replacement of a failed or broken device.

Device Registration

To enable and guarantee efficient handling of Advance Hardware Replacement, each covered device must be registered directly with Palm. To register your organization's installed base of Palm™ handhelds, simply include the following information and send a comma-separated values (.csv) file to service_admin@palm.com.

- Company name
- Palm user name
- Corresponding Palm serial number (located on the back of the Palm handheld)
- Palm device model type

Please note that the Palm handheld devices eligible for service under this program include the following Palm models**:

- Palm III, Palm IIIx, Palm IIIxe, and Palm IIIc
- Palm V, Palm Vx
- Palm VII
- Palm III/IIIc/VII Cradles
- Palm V Cradle

Frequently Asked Questions

Q What is included in the Hardware Replacement 10-packs?

A *Each Hardware Replacement 10-pack contains 10 individually bubble-wrapped Palm™ handheld device or cradle, accordingly.*

Q Why do we need to register our installed base of Palm devices for the Advance Hardware Replacement service program?

A *Registration is necessary to help both your company and Palm determine the eligibility of Palm devices that are called in for advance hardware replacement. Since non-registered Palm devices will not be supported, this registration process helps ensure that you have purchased the right amount of support needed to cover your installed base of Palm devices.*

Q Can I just purchase the Hardware Replacement 10-packs and no other service offering from the Palm Escalation Support program? Are there any other requirements?

A *You may purchase the Hardware Replacement 10-packs individually, without implementing other Palm Escalation Support services. The only requirement is that you agree to the terms and conditions of the Palm Escalation Support program.*

* Shipping times are subject to availability and standard *force majeure* provisions

** This list is subject to change. In some instances, for discontinued models, a repair and return procedure may be the only available option.



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