

# FB Call Reference for Onsite Installations 05/14

Arrow incident number	
Engineer name	
Date	
Customer name	
End user name	
End user adress	
Faulty product/component	
Serial number of faulty product/component	
Fault details	
Work carried out	
Faulty unit retrieved?	
Serial number of replacement product/component	
Time on site	
Time off site	
Notes	
Customer signature	
Engineer signature	

# Addition Call Reference Sign Off

The role of the onsite technician is to perform basic installation tasks to make the appliance "IP ready".

SPECIFICALLY, THE QUALIFIED TECHNICIAN WILL:	CUSTOMER'S RESPONSIBILITY:
<ul style="list-style-type: none"><li>Remove existing appliance from rack (if necessary)</li><li>Install replacement unit to existing power and network points (rack and stack)</li><li>Power up replacement unit to operational state</li><li>Configure unit with customer provided IP address to return system to working state</li><li>Establish IP connectivity</li><li>Hand-over to the centralised management via telephone upon request</li></ul> <p>Please note: the maximum time allowed onsite is limited to 90 minutes unless extra time ordered.</p> <p>The onsite technician service does not include restoring configuration, recovery or transfer of any data to the new appliance, or any other custom configuration or network interface activities. These activities are the customer's sole responsibility and/or may be performed by the customer's reseller partner as agreed.</p>	<ul style="list-style-type: none"><li>Provide a single point-of-contact to work with the onsite technician who is knowledgeable of the system's configuration and authorised to make business decisions to accept the replacement system</li><li>Accept delivery of replacement appliance or component</li><li>Return the defective appliance or component to Arrow (this is not an obligation of the courier nor engineer)</li><li>Return defective appliance within 10 days of receipt of the replacement</li></ul> <p><b>Optionally and on availability only:</b> For any additional service task or service time the customer will be charged 200€/300\$ per normal business hour and 300€/400\$ per after business hour.</p>

## Ordering additional task/time from field engineer

The role of the onsite technician is to perform basic installation tasks to make the appliance "IP ready".

Date	
Additional time requested	
Customer name	
Customer signature	

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