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# SunUpgrade Program Policy

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Sun Microsystems, Inc. • 2550 Garcia Avenue • Mountain View, CA 94043 • 415-960-1300

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Revision A of 15 March 1988

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## SunUpgrade Program Policy

The SunUpgrade Program requires the exchange of a Sun product/component for an enhanced Sun product/component. Implementation of the SunUpgrade Program requires adherence to the following Policies and Procedures:

1. All exchanged component(s) and/or peripheral(s) **MUST** be received by Sun within fifteen (15) days of the date of invoice for the Upgrade product, or the customer will be invoiced for the non-returned parts in the following manner: Sun will bill the customer at the discounted list price for all non-returned component(s) and/or peripheral(s).
2. All exchanged Sun products **MUST** be returned to Sun Microsystems in the same shipping container the new Upgrade was received in (or as provided by Sun).
3. The customer **MUST** include a copy of the Upgrade product shipping document to ensure proper accounting for the returned product.
4. All exchanged Sun products **MUST** be shipped to:

Sun Microsystems, Inc.  
Customer Service Division  
Mailstop T2-316  
1550 Buckeye Drive  
Milpitas, California 95035

Attention: Upgrades Department

5. Orders **MUST** be processed on a standard Sun Sales Order Form.
6. When an order is placed, Sun CSD Logistics will include a Return Material Authorization (RMA) number inside the packaging of the upgrade product. The RMA number will be used to track the returned component/peripheral internally and to credit the customer for its return when the exchanged part is received. If the part has not been received by Sun within fifteen (15) days after shipment of the new upgrade, the customer will be invoiced for the non-returned material.
7. For customers covered under the Sun Comprehensive Maintenance Agreement or Sun Onsite Hardware Maintenance Agreement, Sun Field Engineers will:

- A. Install the Upgrade at no charge to the customer.
- B. Repackage and return replaced component(s) and/or peripheral(s) to Sun Customer Service Division, Upgrades Department.

**NOTE: For customers covered by a Sun Onsite or Comprehensive contract to be eligible for onsite installation at no additional charge, the customer site must be located within fifty (50) miles of a Sun Field Service office.**

- 8. Customers not covered by a Sun Maintenance Agreement may elect one of the following options:
  - A. Install the Upgrade themselves. Also, the customer **MUST** repackage the exchanged component(s) and/or peripheral(s) in the same shipping container(s) the new Upgrade was received in (or in the special packaging provided by Sun). The customer **MUST** enclose a copy of the shipping document and write in the serial number(s) of the returned part(s) and the words "Used Equipment," on the copy. The container(s) **MUST** also be marked "Used Equipment."
  - B. Purchase Sun Installation Service Contract (UPG-Install). Under this option a Sun Field Engineer will install the Upgrade and return the exchanged part(s) to Sun Customer Service Division, Upgrades Department.

**For international customers, the Upgrade must be purchased and installed in the country where the purchase order was placed in order for the warranty and installation procedures to remain valid.**

Table 1 *Revision History*

<b>Revision</b>	<b>Date</b>	<b>Comments</b>
<b>01</b>	7 March 1988	Review draft of this Upgrade Instruction.
<b>05</b>	15 March 1988	Production release of this Upgrade Instruction.





# INSTALLATION QUALITY REPORT

DEAR SUN CUSTOMER:

Our goal is to manufacture a defect free product for our customers. By completing this form, you will be helping Sun Microsystems insure that all our products are defect free.

MODEL: \_\_\_\_\_ SERIAL NUMBER: \_\_\_\_\_

ITEMS MISSING (refer to enclosed packing list):
DOCUMENTATION PROBLEMS:
INSTALLATION PROBLEMS (Hardware):
INSTALLATION PROBLEMS (Software):

NO PROBLEMS FOUND:

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

*(Fold in half, staple, and drop in the mail. Thank you.)*



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**sun microsystems, inc.**

2550 Garcia Avenue  
Mountain View, CA 94043

Attn: Quality Assurance





# Upgrade Customer Warranty Information Form

This reply form **must** be filled out and returned to Sun Microsystems to validate warranty. If not returned, the warranty period will start at the shipment date of your upgrade. This information will also be used to update your Sun Service Contract as well as our records.

RMA (Return Material Authorization) # \_\_\_\_\_ Upgrade product # \_\_\_\_\_

Sales Order # \_\_\_\_\_ Customer install? \_\_\_\_\_ Sun install? \_\_\_\_\_ If Sun, service # \_\_\_\_\_

Customer Name \_\_\_\_\_ Installation date \_\_\_\_\_

Customer Address \_\_\_\_\_

Assembly Serial #	Description	Add	Remove
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

Serial # of system to be upgraded (if applicable)

\_\_\_\_\_

Serial # of peripheral to be upgraded (if applicable)

\_\_\_\_\_

New system serial # (applicable only for system swaps)

\_\_\_\_\_



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**SUN MICROSYSTEMS, INC.**  
Attn: Upgrade Dept.  
P.O. Box 7551  
Mountain View, CA 94039-9908



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# Important Information

Regarding: Sun's Customer List  
Sun's User Group

Dear Customer,

So that we may send you information and bulletins regarding our products, and have on file the right contacts for product quality surveys, please fill in the top card and mail to us within five days. We need at least one card for each separate group. Additional cards may be obtained by calling the toll-free 800 number listed below. Please send in this card even if you have previously given similar information.

An independent Sun User Group has been formed to facilitate communications between Sun Users. This group will also act

as a channel between Sun Users and Sun Microsystems, Inc. If you are interested in becoming a member of the group, please fill in and return the bottom card. Information regarding membership will be sent to you immediately.

We look forward to receiving your response.

Customer Marketing  
Sun Microsystems, Inc.

Please detach

## Please Return This Card

### Customer List

Site Contact for your group:  
(Group Manager or Marketing contact)

Name	Date	
Title	Dept.	
Company	Division	
Address	M S	
City	State	Zip
Telephone	Ext.	

System Manager or Technical Contact for your group:

Name	Date	
Title	Dept.	
Company	Division	
Address	M S	
City	State	Zip
Telephone	Ext.	

Sun Workstation users in your group who should also be on our list:

Name	Position	M/S
Name	Position	M/S

Please check if you do not want your name(s) released to Sun-authorized third party organizations

4 84

Please detach



For more information:  
800 821-4643  
In CA: 800 821-4642  
Corporate Headquarters  
425 960-1300

## Please Return This Card

### User Group

Please send a Sun User Group membership application:

Name	Date	
Title	Dept.	
Company	Division	
Address	M S	
City	State	Zip
Telephone	Ext.	

Other persons at the same address who might also like to join:

Name	Date	
Dept.	M S	
Name	Date	
Dept.	M S	
Name	Date	
Dept.	M S	



For more information:  
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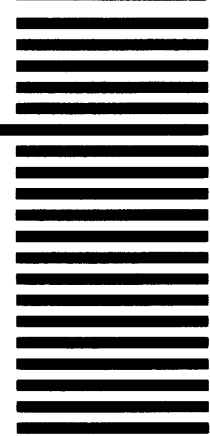
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