

Reporting a Warranty-Covered Hardware Failure to Gateway

AgIT Operations

FAQ No. S1.1.63

How do I report a warranty-covered hardware failure to Gateway?

When a piece of Gateway computer hardware fails during its warranty period, the problem must be reported to the Gateway Support hotline to obtain either on-site service or a replacement part. Gateway expects callers to have certain information available and to have performed certain tests before making the initial service call. Follow these steps to ensure that all the necessary steps have been completed prior to contacting Gateway support.

Before Calling Gateway Support

1. Check to make sure that the problem is, in fact, a hardware problem and not a software problem or malfunction of other equipment.
2. If possible, swap a suspected malfunctioning piece of equipment with a similar unit at that location (i.e., swap the possible bad monitor with a good one; swap the possible bad CD drive with a known good one, etc.).
3. After a swap, one of three things will occur:
 - a. If the malfunction no longer occurs in the original PC with the new device, that suggests the device that was swapped out is bad.
 - b. If the malfunction continues to occur in the original PC, even with the new device, the suspected bad device is functioning properly and the problem is somewhere else. Continue to test other possible problem areas. Call the Gateway Support line for assistance, if necessary.
 - c. If both swapped units work okay in their new locations, the original problem was likely a bad connections. No further action is needed unless the malfunction occurs again. (You may want to swap the units back to their original locations.)
4. When the defective piece of equipment is determined, have the following information readily available for Gateway:
 - a. Serial number of the PC that contains the defective part. If the monitor is defective, Gateway still wants the PC serial number.
 - b. The failure mode: How did the defective part fail? What were the symptoms? What diagnostic actions were performed to determine that it was bad?
 - c. Will someone on-site be able to replace the part, or will an on-site visit from a Gateway engineer be required?
 - d. The name of the on-site contact or the technical coordinator, the site address, and the phone number.

Frequently Asked Questions

Page 1 of 2

Created: 8/15/2006

Modified: 8/15/2006

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5. At the end of every new Gateway trouble call, the Gateway service representative will provide a case number. **Be sure to write this case number down – it is important.**
6. Document each call in the Gateway Service Order Log. Record the following in the fields provided:
 - a. Date and time of the call
 - b. The case number
 - c. Location of the failed equipment
 - d. Contact name at the location of the failure
 - e. Brief summary of the failure
 - f. Gateway engineer's name, if known
7. Later, record the date that the problem was successfully resolved in the **Completed** field of the Gateway Service Order Log.

Who Should Have This Information?

- Purdue Agriculture Information Technology (AgIT) Staff
- Purdue Agriculture Department Technical Staff
- Purdue Faculty/Staff utilizing a centralized Purdue Agriculture server managed by AgIT

Gateway Support Contact Information

- Phone: 1-888-888-2040
- AgIT Staff: See second-level support or the hardware engineer for our PIN number.

Contact Information

If you have any questions or concerns about this topic, please contact the AgIT Help Desk at (888) 226-2438 or (765) 494-8333, or visit our website at <http://agithelp.agriculture.purdue.edu/>.

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Page 2 of 2

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