
Hardware Maintenance Services

Imagine you had a passport that would allow you to continue your VAX journey. Now you can! NEMONIX Engineering, the industry leading provider of VAX performance upgrades for over 18 years, can now bring you the hardware maintenance support you need to keep your VAX systems running and extend your investments into the future.

NEMONIX Engineering has Call Center support on all your VAXs and early model Alpha's. Our service offerings are designed with a variety of options to satisfy your needs. They are engineered to help you solve your hardware system outages in a minimal period of time, and provide you with known good spare parts for all covered components.

We offer unlimited calls during your chosen call window, to troubleshoot live, hardware issues on the covered equipment. Once the issue is resolved over the phone, a replacement component will be shipped, and we will telephone assist in the step by step replacement and reconfiguration of the replacement.

Your service quote includes all contract replacement parts. This means you will have no additional cost for parts, and you still have the option, at additional cost, to request on-site technical support. This on-site service is at a reduced rate for you as a contract holder.

Service Contracts:

Emerald Passport

9X5 M-F for customers who can tolerate a minor outage, have redundant systems, or have a single system and do not rely on their system to run their business on weekends and/or after-hours. Saturday and/or Sunday coverage is available. Response time is less than 2 hours.

Ruby Passport

12X5 M-F for customers who need extended coverage beyond the Emerald Passport Service window because of critical business needs. Saturday and/or Sunday coverage is available. Response time is less than 2 hours.

Diamond Passport

24X5 M-F for customers who can not tolerate outages of any length, and who require continuous effort to resolve outages. On site spares are recommended. Saturday and/or Sunday coverage is available. Customized response times to suit your needs are available.

Logistics Options:

Along with your service contract you choose one of the Logistics Options that best fit your needs.

Option 1:

Included in the service contract. Parts are kept at NEMONIX Engineering and will be delivered to the customer within 3 Business Days.

Option 2:

Included in the service contract. Parts are kept at NEMONIX Engineering and will be delivered to the customer by expedited overnight delivery using the fastest means possible.

Option 3:

On-site parts are included in the cost of the contract.

Additional Services:

- Fly and Drive on-site work
- Per Call Continuous Effort
- Depot Level module repair

NEMONIX Engineering personnel have *Centuries* of experience working with OpenVMS, VAX and Alpha systems in a maintenance and engineering capacity. You can trust us to help you continue to make maximum use of your investment dollars.

Call for your customized quote. Our low prices will surprise you. They are typically 60% below other offerings.

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