Service Description:
Server, Storage or Peripheral Hardware Installation

Service SKUs

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<th>SKU #</th>
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Service Overview

This service provides for the installation of one new or existing Dell server (single server or PowerEdge™ blade server enclosure), Dell or Dell | EMC storage device, or peripheral (the "product") into a Dell supported rack or standalone setup (the “Service” or “Services”), as set forth more specifically in this Service Description. These Services include the installation into a Dell supported rack, the connection Customer supplied cables, and the installation of Dell Power Distribution Units ("PDUs"), as needed to ensure proper functionality of the product. If the product is already installed in a rack, this Service provides for the relocation of the product to a different rack (within close proximity) or a different position within the same rack (de-installation and reinstallation). At the conclusion of this Service, Dell will power up the product and validate that it has no visible fault indicators.

This Service will be provided during the hours of 8:00am to 6:00pm, Customer local time, Monday through Friday, excluding holidays, unless other arrangements have been made through the Dell sales team and the project manager.

Not Included With This Service:

- Modification of a non-Dell rack to accept Dell equipment.
- Installing cables external to the rack.
- Installation or configuration of any software.
- Re-positioning other components in an existing rack.
- Removal or installation of any product into an unsupported rack.
- Routing of any Customer provided cables.
- Labeling of any cables.
- Any activities other than those specifically noted in this Service Description.

Customer’s Responsibilities:

- Complete a backup of all existing data and programs on affected storage systems prior to Dell arriving at the location to deliver this Service. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS.
• Place the product in the immediate area of the rack into which it will be installed.
• Ensure that the required power outlets are installed and functional.
• Provide Dell PDU(s), as needed to provide proper power to the product.
• Provide all other cabling necessary for the functionality of the product.
• Dispose of the packing material and other debris.

Key Service Steps:

• **Existing product (de-installation):**
  1. Ensure that the Customer has properly powered down the product.
  2. Remove product from the rack.
  3. Remove rack related hardware from the rack (such as rails, brackets and tray).
  4. Inspect parts for damage.

• **Installation of the product (server, storage, or peripheral):**
  1. Unpack new product and inspect all hardware prior to installation.
  2. Mount the product:
     a. For deskside installation:
        i. Place the product in the Customer designated location.
        ii. Connect the power cables to a Customer provided outlet.
     b. For rack installation:
        i. Mount rack related hardware (such as rails, brackets and tray) onto the rack.
        ii. If needed, remove components (such as blades, power supplies and drives) from the product to reduce the overall weight.
        iii. Mount the product into the rack.
        iv. Reinstall any components that were removed from the product.
        v. If this product is a PowerEdge™ server blade enclosure, insert the blades that were sold with this engagement.
        vi. Install Customer provided PDU(s) onto the rack, as needed for the proper power configuration of the product.
        vii. Install and route power cables to the product.
  3. Connect the Customer provided cables to the product (such as network, keyboard, mouse, and video).
  4. Power up the product, perform initial system boot and ensure that there are no visible fault indicators.
  5. If the storage or peripheral (such as some standalone PowerConnect™ switches or switches internal to PowerEdge™ server blade enclosures) is equipped with a network management feature, configure the network IP protocol parameters as per the Customer provided parameters.
  6. Remove all packaging material to a Customer designated area within the immediate installation location, or arrange with the Customer for Customer removal.

Important Additional Information

*Dell is pleased to provide the services in accordance with this Service Description and the terms and conditions of your applicable signed service agreement with Dell, or in the absence of such an agreement, the terms and conditions of Dell's Customer Master Services Agreement available at www.dell.ca/servicecontracts.*