

[Company Letterhead / Logo]

[Date]

[Customer Name/Recipient]

[Customer Address]

[City, State, Zip Code]

Letter of Hardware Guarantee and Maintenance Support

Dear [Recipient Name],

This letter serves as an official guarantee for the server hardware provided and installed by [Provider Name] at [Data Center Location/Address].

1. Hardware Guarantee

[Provider Name] guarantees that all hardware listed in [Attachment/SLA Reference] is new, free from defects, and meets the technical specifications agreed upon in the service contract. This guarantee is valid for a period of [Number] years from the date of commissioning.

2. Maintenance Services

To ensure optimal performance and uptime, the following maintenance services are included:

- 24/7 Remote Monitoring and Hardware Health Checks.
- Preventative Maintenance (Firmware updates and physical inspections) on a [Quarterly/Bi-Annual] basis.
- On-site hardware repair or replacement for failed components.

3. Service Level Agreement (SLA)

In the event of hardware failure, [Provider Name] commits to the following response times:

- **Critical Failure:** [Number] hour(s) response time.
- **Non-Critical Failure:** [Number] business day(s) response time.

4. Exclusions

This guarantee does not cover damages resulting from unauthorized modifications, external electrical surges not related to provider equipment, or natural disasters beyond the control of the data center facility.

For technical support or to report a hardware issue, please contact our NOC at [Phone Number] or email [Support Email Address].

Sincerely,

[Signature]

[Name of Authorized Representative]

[Title]

[Company Name]