



## MAIN EXCLUSIONS

- X OS, Firmware upgrades or downgrades unless otherwise stated in quotation
- X End-user must have valid rights and license for operating systems software of systems placed under Evaris support and is responsible for maintaining proper accessible backup of such entitled products.
- X Consumables are excluded unless stated on quote, including but not limited to items such as; metal frames or panels, chassis, doors, keys, key locks, screws, nuts, sliding bars, hinges, media (tapes), filters, batteries and anything with predefined date of expiration. This is not an exhaustive list, but the majority is covered here.
- X SSD drives are excluded from support unless specified otherwise
- X Equipment damaged by acts of GOD or power outages.
- X 3rd party software support of any kind.
- X Power cords, network communication cords, cables or any other external cords or cables are NOT covered
- X Only assets listed on Evaris quotation and accepted on contract are covered. Evaris will not support infrastructure equipment unless it is included on contract. Please specify in the quote for additional cover to be included on contract for equipment including but not limited to: servers, UPS, accessories, routers, switches, network equipment, power supplies, cooling systems, and any other Peripherals.
- X Equipment damaged by routine maintenance or physical abuse.