



NVIDIA

NVIDIA DGX-1 Deep Learning System

Data Sheet-Enterprise Support Services

Onsite Spares Service Program

The NVIDIA onsite spares service program is an optional service offering for DGX-1 customers to purchase select spares to augment their standard service agreement.

Key Benefits

- Increases system availability
- Provides service option flexibility

Who can buy DGX-1 spares?

- NVIDIA DGX-1 customers may purchase DGX-1 spares from DGX-1 Distributors and Authorized DGX-1 Solution Providers.
- Spares offering is at the discretion of each NVIDIA Distributor or Solution Provider.

What DGX-1 spare parts are available for purchase?

DGX-1 Spares*
RAID DRIVES in DGX-1: SSD
OS DRIVE in DGX-1: SSD SATA
Power Supply Unit in DGX-1
Fans in DGX-1
System Memory DIMMs in DGX-1
Infiniband cards in DGX-1
10GbE Fiber Mezzanine Network module

* Notes: Not all spare parts are available in all geographical locations where DGX-1 is sold

What type of warranty comes with these DGX-1 spares?

You will be entitled to receive the Hardware-related Support Services described below for each NVIDIA Product spare part for:

- 90 days if the spare part shipment by NVIDIA takes place during the last 90 days of your Support Services period, provided that these terms and conditions will continually apply for the duration of the spare part Support Services, or the remainder of your Support Services period, if the Product spare part shipment by NVIDIA takes place before the last 90 days of your Support Services period.
- “Hardware-related Support Services” for Product spare parts consist of: RMA Services and, to the extent concerning hardware inquiries, 24x7 Online Support, 24x7 Call Center Support and 8-5 Telephone Technical Assistance.
- Questions? EnterpriseServices@NVIDIA.com