

PROVIDING THE PRODUCTS  
AND SERVICES YOU NEED TO  
SUCCEED IN YOUR BUSINESS  
HAS HELPED TRICORD BECOME  
THE PREMIER MANUFACTURER OF  
ENTERPRISE SERVERS.

PRODUCTS THAT PERFORM.  
SERVICES THAT PROTECT.

TRICORD'S POWERFRAME PRODUCTS AND  
POWERCARE SERVICES ARE A WORLD-  
CLASS COMBINATION THAT ENABLE YOU TO  
BE A LEADER IN YOUR INDUSTRY.

## ON-SITE MAINTENANCE

The computing and maintenance requirements of each PowerFrame location are as unique and varied as the applications they run. Similarly, the maintenance services offered by each Tricord reseller are as unique and varied as the resellers' resources. To ensure that you always receive the level of support you need, Tricord has teamed with Bull Worldwide Information Services, a networking services organization, to provide round-the-clock on-site maintenance services for PowerFrame installations. Now you have the choice of on-site service — through your Tricord reseller, through Tricord's relationship with Bull Information Services or through a combination of both — to meet your unique service needs.

Bull has a vast background in break/fix support and networking services and is located throughout the world — in cities and towns where a Tricord reseller may not have service technicians. The PowerCare On-Site Maintenance program guarantees minimal down time by having an authorized technician at your location in as little as four hours.

PowerCare On-Site Maintenance provides you with the most complete services package available today. If a problem occurs, your Certified Tricord Reseller will work with you to determine possible solutions. If a new part is needed to repair your enterprise server, an authorized Bull technician will provide on-site support, bringing the parts necessary to keep you running at peak performance. And, because the PowerCare On-Site Maintenance program works in conjunction with your PowerCare warranty, all parts will be replaced or repaired free of charge.

The PowerCare On-Site Maintenance program can be purchased through your local reseller or by calling Tricord at (612)557-9005. Four coverage options are available:

12/5	12 hours: 7 am - 7 pm	Monday - Friday
12/7	12 hours: 7 am - 7 pm	Sunday - Saturday
24/5	24 hours	Monday - Friday
24/7	24 hours	Sunday - Saturday

Next day or four-hour response time is available with each of these options. The four-hour response time is limited to those systems within 50 miles of an authorized Tricord Service Center.



# POWER CARE



*Delivering the Future of  
Enterprise Networking Today*



## LIMITED AND EXTENDED WARRANTIES

Tricord delivers to our customers the peace of mind that comes with knowing your enterprise server will perform when you need it.

To ensure that PowerFrame enterprise servers continuously deliver the performance you've come to expect from Tricord, we offer two warranties. Both cover all Tricord enterprise servers purchased from a Certified Tricord Reseller.

**Limited Warranty:** A factory-provided limited warranty is standard with every purchase of a Tricord PowerFrame enterprise server. The warranty guarantees that every PowerFrame purchased from a Certified Tricord Reseller will be free from defects in material or workmanship under normal use during the warranty period.

Specifically it states:

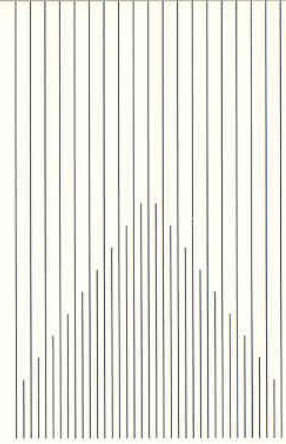
- Tricord warrants the Tricord product to be free from defects in materials or workmanship under normal use during the warranty period.
- Tricord shall, at no additional charge, exchange or repair defective product or parts if it appears that any product or part contains a defect in workmanship.

The warranty begins on the date of sale to the end-customer OR 30 days after delivery to an authorized Tricord reseller — whichever comes first. Warranty periods are three years for the PowerFrame Model 30 and Model 40 and one year for the PowerFrame ES5000.

**Warranty Extension:** Tricord's Warranty Extension picks up where the limited warranty ends. As with the limited warranty, the warranty extension guarantees that every PowerFrame unit purchased from a Certified Tricord Reseller will be free from defects in material or workmanship under normal use during the warranty period.

The PowerCare Warranty Extension is sold in one year increments, and if purchased prior to the expiration of the current warranty, automatically takes effect on the expiration of the current warranty.

To purchase a PowerCare Warranty Extension, contact your Certified Tricord Reseller.



# POWER CARE



**PRODUCTS THAT PERFORM. SERVICES THAT PROTECT.**

That's what Tricord Systems Inc., the premier manufacturer of enterprise servers, offers to network computer users throughout the world.

**Tricord manufactures the highest quality products and provides the finest array of support services available in the industry.** Only Tricord delivers industry-leading PowerFrame enterprise servers that ensure the compatibility, performance, scalability, upgradability and high availability crucial in today's network computing environments. And only Tricord delivers the high-quality services through our PowerCare program to ensure continuous, highly reliable PowerFrame performance for your network, applications and users.

**PowerCare ... meeting your service needs and protecting your investment.**

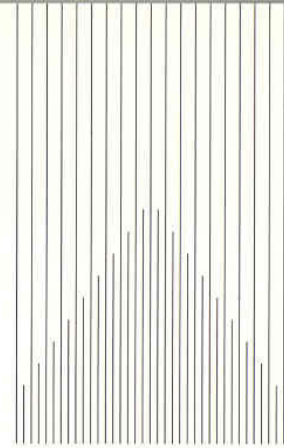
The PowerCare program allows you to choose from an extensive menu of offerings to tailor a service program that best fits the needs of your network and users. Working in conjunction with the PowerFrame parts warranty, PowerCare also includes on-site service — providing an on-site technician and the appropriate parts in as little as four hours. And PowerCare includes a toll-free technical hotline and access to an electronic bulletin system that provides you direct access to Tricord's Technical Support Center.

**PowerCare ... our commitment for continued high performance and reliability.**

At Tricord, our commitment to customers doesn't end with product delivery. It continues with the delivery of PowerCare, providing flexible service and protection to ensure the performance levels you've come to expect from Tricord Systems.

Products that perform. Services that protect. A world-class combination that meets the needs of networking computer users throughout the world.

Additional information about the PowerCare family of services is available by contacting your local reseller or Tricord Systems at (612)557-9005.



# POWER CARE



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Enterprise Networking Today*

## TECHNICAL INFORMATION

Today's computing environment is dynamic. New applications, hardware, software and technologies are continuously being developed. Tricord's experienced technical staff stays on top of these developments and shares information with PowerFrame customers through **PowerCare (800) Telephone Support.**

Tricord's **PowerCare (800) Telephone Support** provides our customers with direct access to the Tricord Technical Support Center, a staff of computer professionals whose background in the real world of computer networking has helped them to understand the necessity of providing a total solution. A solution that begins with PowerFrame hardware support and doesn't end until all of your computing platform questions are answered.

**PowerCare (800) Telephone Support** technicians provide comprehensive support for the PowerFrame line of enterprise servers. In addition, they will answer questions about the installation and configuration of operating system software and peripheral products (such as network interface cards, tape backup systems and disks) installed on a PowerFrame.

PowerCare is available to customers in the United States by calling **(800)TRICORD**. Customers outside of the United States can access this service by calling **(612)557-9005**. And, because every PowerFrame user requires a different level of service, two support options are available: 5 day, 10 hour OR 7 day, 24 hour.

Bundled with **PowerCare (800) Service** is an **Electronic Bulletin Board System. ((612) 557-1788)** The bulletin board gives you remote access to technical support information, firmware upgrades and the latest information about Tricord products and services, and is accessible 24-hours a day.

Tricord specific software and bulletins can also be accessed through **CompuServe Information Service**, a world-wide, multi-line bulletin system.



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SERVICES THAT PROTECT.

the premier manu-  
s to network

products

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**POWER  
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## TRICORD POWERCARE SERVICES

- **On-Site Maintenance**
- **Limited and Extended  
Warranties**
- **Technical Information**