

# DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

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## WARRANTY PROGRAM FOR ARMY KEY MANAGEMENT SYSTEM (AKMS) AN/GYK-49(V)1 (NSN 7010-01-470-2344) AN/GYK-49(V)2 (NSN 7010-01-470-2343) Contract Numbers (See below)

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Headquarters, Department of the Army, Washington, DC

1 February 2002

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### REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this bulletin. If you find any mistakes or if you know of a way to improve the publication, please let us know. Mail your letter, DA Form 2028 (Recommended Changes to Publications and Blank Forms) or DA Form 2028-2 located in the back of this manual direct to: Commander, U.S. Army Communications-Electronics Command and Fort Monmouth, Attn: AMSEL-LC-LEO-D-CS-CFO, Fort Monmouth, New Jersey 07703-5000. The fax number is 732-532-1413, DSN 992-1413. You may also e-mail your recommendation to AMSEL-LC-LEO-PUBS-CHG@cecom3.monmouth.army.mil. A reply will be furnished to you.

1. General. The intent of this Warranty Technical Bulletin (WTB) is to specify the method of implementation of the warranty program for the Army Key Management System (AKMS) program. The warranty provisions cover AKMS equipment delivered to the government under the following contract numbers:

DAAB07-97-D-V002  
DAAB07-97-D-V004  
DAAB07-98-A-V003  
DAAB15-99-D-0010  
NAS5-96009

This WTB provides terms of coverage of the warranty, contains instructions for obtaining services covered under warranty and describes methods of processing warranty claims.

a. All supplies and equipment called for in the contract line items listed in Tables 1 and 2 are free from defects in materiel and workmanship and will remain free from such defects for the full-term of the warranty.

2. Explanation of Terms.

a. Abuse. The improper use, repair, or handling of warranted items such that the warranty may become void.

b. Contractor Support. Those services that are to be performed and those responsibilities that are placed upon the contractor by the Government as specified in the warranty contract/provisions. This support, which may include such things as labor, parts, tools,

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training, technical packages, etc., will be used in support of the warranted equipment during the specified warranty period.

c. Defect. Any condition or characteristic in any supplies or services furnished by the contractor under the contract that is not in compliance with the requirements of the contract.

d. Failed Item. A part, component, or end item that fails to perform its intended use.

e. Help Desk. A Point of Contact at a contractor and/or government location staffed by representatives with technical expertise to provide the soldier/operator with assistance in resolving hardware/ software problems.

f. Hot Swap. A process whereby the manufacturer, upon notification of a failure, will ship a replacement to the unit, and upon receipt, the unit will pack and ship the failed equipment back to the manufacturer.

g. Repair. To restore an item to serviceable condition without affecting the warranty.

h. Repairable. An item that may be reconditioned or economically repaired for reuse when it becomes unserviceable.

i. Serviceable. The condition of an item which may be new or used that meets all the requirements and performs the functions for which it was originally intended.

j. Turnaround time. That amount of time that is permitted for an item to be replaced/repared by the contractor/ maintenance repair facility and returned to the user. The time is measured from the time the contractor/repair facility receives the request.

k. Warranty. A promise or statement of fact from a seller to a purchaser on the nature, usefulness, or condition of the supplies or performance of services to be furnished. The main purpose of a warranty in a Government contract is to outline the rights and obligations of the contractor and the Government for defective items and services. It also serves to foster quality performance by the contractor but is not a substitute for an adequate quality assurance program.

l. Warranty Claim. Action started by the equipment user for authorized warranty repair, replacement, or reimbursement made from the local dealer or manufacturer.

m. Warranty Period. Time during which the warranty is in effect. Normally measured as the maximum number of years, months, days, miles, or hours used.

3. Coverage - Specific. The following paragraphs provide information necessary to identify the items covered by warranty and the terms of the coverage for the AN/GYK-49(V)1&2 AKMS Warranty Program. All items listed in these paragraphs have been furnished to the Government under the following production contracts:

DAAB07-97-D-V002  
DAAB07-97-D-V004  
DAAB07-98-A-V003  
DAAB15-99-D-0010  
NAS5-96009

a. Items Covered Under Warranty. Tables 1 and 2 list all the items warranted for the AKMS program.

b. Defects/Failures Covered. Notwithstanding inspection and acceptance by the Government of the supplies and equipment furnished under the above contracts, or any provision of these contracts concerning the conclusiveness thereof, the equipments are warranted for the period of time as indicated in Tables 1 and 2.

1) All supplies and equipment have been designed and manufactured to conform to all drawings, manufacturing standards or specifications delineated in the contract and that all spare parts will meet the requirements of their intended use and be interchangeable between and among similar units manufactured under the contract.

2) All supplies and equipment designed and produced by the manufacturer are free from defects for the full-term of the warranty specified in Tables 1 and 2.

3) All supplies and equipment manufactured under the contracts listed in Tables 1 and 2 will meet all essential performance requirements specified in the contract and the statement of work and will

continue to meet these requirements for the full period of the warranty specified.

4. Contractor Responsibilities.

a. Failed Item Repair/Replacement.

1) A warranty service contract has been awarded to Government Technical Services, Inc. (GTSI) to support all warranty repair or replacement services required for the AN/GYK-49(V)1 or (V)2 AKMS equipment. In the event of a failure of any equipment or supplies, contact GTSI warranty service at 1-800-333-4874 or E-mail service@gtsi.com.

2) GTSI will provide warranty services within time frames specified in Table 3. All warranties are for a minimum of five [5] years from date of acceptance by the Government. Replacements under warranty will be with new/refurbished equipment and parts.

3) The GTSI Help Desk will receive all warranty calls, log the call, and validate the requirement. All hardware problems will be forwarded to the GTSI Help Desk. [See Encl. (1)]

b. GTSI or the Original Equipment Manufacturer (OEM) will not be responsible for providing maintenance service for damaged or failed equipment if the damage is caused by:

1) Accident, disaster, transportation, vandalism, misuse, or abuse.

2) Failure to maintain a suitable environment for the equipment as prescribed by the manufacturer.

3) Service of the equipment by other than authorized field service technicians.

4) Any action or activity specifically cited by the contractor as an action that will void the warranty.

5. Contractor Travel. Any travel that is required to administer the warranty program is covered under the terms of the warranty contract with GTSI. Should costs associated with travel arise due to equipment failures/problems not covered under the warranty, the costs thereof will be the liability of the customer.

6. Turnaround Time. GTSI will make every effort to complete all warranty repairs and/or replacements as specified by Table 3.

7. Government Responsibilities.

a. The Program Manager, Warfighter Information Network-Terrestrial (PM, WIN-T), Attn: SFAE-C3S-WIN-RRD is responsible for administrative functions relative to assuring that the AKMS warranty program is effective and responsive to the customer's needs. Points of Contact (POCs) are:

1) Project Leader - Chris Caputo, DSN 992-3236, or COMML (732) 532-3236, E-mail: ccaputo@c3smail.monmouth.army.mil

2) Integrated Logistics Specialist – Jay Herod, DSN 992-2159, or COMML (732) 532-2159. E-mail jay.herod@c3smail.monmouth.army.mil

b. The owning unit, or customer, is responsible for operating and maintaining the equipment in accordance with the applicable technical manuals. Any repair required to such equipment will be done in accordance with the procedures described in this warranty bulletin.

c. All items covered under this warranty will meet and continue to meet the requirements cited in the appropriate contract listed in Paragraph 3, and continue to do so until the date the warranty expires. This criteria shall also apply to items repaired or furnished as replacements for failed items.

d. Nullification. Failure to operate and/or maintain this equipment in the manner prescribed by the applicable technical manual will nullify warranty coverage. Unauthorized maintenance or repair, abuse, or improper use or operation could result in damage to the equipment that would nullify the warranty. Of particular importance is the need to keep the tape drive heads clean and properly maintained.

e. Claim Procedure. The following procedures will be followed to obtain service/support for any problem(s) experienced with the AKMS/LCMS.

1) Contact the Help Desk at CSLA on DSN 879-9900 or Commercial (520) 538-9900. Help Desk personnel will work with user personnel to work through their problem(s).

2) If the problem is determined to be hardware-related, the unit will then be advised to contact the GTSI Help Desk at 1-800-333-4874. The GTSI Help Desk personnel will be provided the item name, serial number, order number, and warranty name for the item requiring warranty service. The Help Desk personnel will log the call and validate warranty entitlement for the hardware. Please specify if warranty service is being performed on a secure disk drive.

3) Warranty repair/replacement will be accomplished in accordance with data provided in Tables 1, 2, and 3 of this bulletin.

4) User unit is responsible for shipment of defective unit to GTSI designated repair facility for other than on-site repair. GTSI will ship repaired/replaced unit back to customer location within time frames cited in Table 3.

**8. Storage/Shipment/Handling.**

a. Storage. Failed items shall be stored and packaged in a manner which will preclude physical/mechanical damage, pending appropriate distribution instructions.

b. Shipment. No shipments shall be made without direct authority from CSLA and/or GTSI.

c. Handling. No special handling is required, however, care should be taken to prevent physical damage that could nullify the warranty.

**9. Secure Hard Drives**

a. Diagnostics. GTSI personnel will require that system diagnostics be executed to verify Hard Drive failures prior to dispatching a replacement drive.

b. Replacement. Upon verification of failure, the Hard Drive will be replaced. If the system was purchased on one of the orders identified in Table 1 or Table 2, the failed drive may be retained for disposal or destruction.

**9. Contingency Operations.** When units are required to deploy to war zones or on contingency missions, arrangement for transportation of failed equipments (evacuation from war zone to warranty provider) will be made with the CECOM Electronic Systems Sustainment Center (ESSC) or their maintenance transportation providers, such as the Tobyhanna Forward Repair Activities (FRAs). This arrangement will be in place prior to the deployment so that units will only be responsible to turnover failed equipments to the ESSC or their provider.

TABLE 1 DESKTOP (V)1 Warranty Items

EQUIPMENT MANUFACTURER (MFR P/N)	GTSI CONTRACT NO. PO/Order Numbers	WARRANTY TYPE/NAME	GTSI P/N
<b>AN/GYK-49(V)1</b> Vectra Vli8 PC Hewlett Packard (PC 0002BA-HAN)	DAAB07-97-D-V002 PO No. 0014. Order Numbers: 2573937, 2542338, 2542367, 2542368, 2542369	6-year – on-site PC-2 Warranty	866-533941
Internal Tape Drive Hewlett Packard (C4394A)	DAAB07-98-A-V003 PO No. 1005. Order Numbers: 2566853, 2566854, 2566855, 2566856, 2566857	5 year * - return to GTSI depot * Order No. 2615603	866-417627
32 Bit SCSI Card Adaptec (AVA-2906)	DAAB07-98-A-V003 PO No. 1005. Order Numbers: 2566853, 2566854, 2566855, 2566856, 2566857	5 year - Mfg.*	571-505808
Multiport Board Equinox (990283)	DAAB15-99-D-0010 PO No. BG03. Order Numbers: 2564941, 2565275, 2571758	3 year on-site Portable 3 – 4 <sup>th</sup> and 5 <sup>th</sup> yrs. return to GTSI depot* Order No. 2615603*	2264-43468
Switch Box/Cable QVS (CA278-4)	DAAB07-98-A-V003 PO No. 1005. Order Numbers: 2566853, 2566854, 2566855, 2566856, 2566857	5 year - box – Mfg.* Lifetime -cable- Mfg.	2566-393324
UPS APC (BP1000-PC2)	DAAB07-97-D-V002 PO No. 0014. Order Numbers: 2573937, 2542338, 2542367, 2542368, 2542369	6 year - on-site PC-2 Warranty	820-461935
LaserJet Printer Hewlett Packard (ET0011GA)	DAAB07-98-A-V003 PO No. 1004 Order Number: 2553468	5 year - on-site ET-1 with 5-year extended	866-446701
Transformer Todd Systems (SD-38SCTC)	NAS5-96009 (SEWP II) PO No. DAAB0700F0011. Order Number: 2611648	Lifetime - Mfg.*	5455-392814
Multiport Serial Cable Equinox (690293)	DAAB15-99-D-0010 PO No. BG03. Order Numbers: 2564941, 2565275, 2571758	3 year On-Site Portable 3 Lifetime - Mfg.	2264-347695

GTSI WARRANTY SERVICE CALL 1-800-333-4874 - GIVE ITEM, SERIAL NUMBER, PO/ORDER NUMBER, AND WARRANTY TYPE/NAME

\* Contractor will ship replacement upon receipt of failed unit. Unit is responsible for shipping costs of returning failed unit.

TABLE 2 LAPTOP (V)2 Warranty Items

<b>EQUIPMENT MANUFACTURER (MFR P/N)</b>	<b>GTSI CONTRACT NO. PO/Order Numbers</b>	<b>WARRANTY TYPE/NAME</b>	<b>GTSI P/N</b>
<b>AN/GYK-49(V)2</b> CF-27 Laptop PC Panasonic (P20002AV-1)	DAAB07-97-D-V004 PO No. 1010. Order Numbers: 2556062, 2570923, 2570968, 2571754	5 Year Hot Swap Portable 2	898-401153
16 Bit PCMCIA SCSI Card Adaptec (APA-1460D)	DAAB07-98-A-V003 PO No. 1005. Order Numbers: 2566853, 2566854, 2566855, 2566856, 2566857	5 Year - Mfg.*	571-530330
PCMCIA Multiport Serial Card/Cable Quatech (QSP-100)	DAAB15-99-D-0010 PO No. 1010. Order Numbers: 2556062, 2570923	5 Year Hot Swap Portable 2	4933-568846
Hewlett Packard External Tape Drive (C4395A)	DAAB07-98-A-V003 PO No. 1005. Order Numbers: 2566853, 2566854, 2566855, 2566856, 2566857	5 Year – return to GTSI depot* Order Number: 2615603	866-417629
6-Foot Extension Cable Curtis (PC009-06)	DAAB07-98-A-V003 PO No. 1005. Order Number: 2566857	5 Year – Mfg.	770-380262
Laser Jet Printer Hewlett Packard (ET0011GA)	DAAB07-98-A-V003 PO No. 1004. Order Number: 2553468	5 Year - On-Site ET-1 with 5-year upgrade	866-428192
Switch Box/Cable QVS (CA287-4)	DAAB07-98-A-V003 PO No. 1005. Order Numbers: 2566853, 2566854, 2566855, 2566856, 2566857	5 Year – box – Mfg.* Lifetime - cable - Mfg.	2566-393324
Cable, FDD Panasonic (CF-VCF271)	DAAB15-99-D-0010 Portable 3	3 Year On-Site Portable 3 Lifetime - Mfg.	898-411517
Transformer Todd Systems (SD-38SCTC)	NAS5-96009 (SEWP II) PO No. DAAB0700F0011 Order Number: 2611648	Lifetime - Mfg.*	5455-392814

GTSI WARRANTY SERVICE CALL 1-800-333-4874 - GIVE ITEM, SERIAL NUMBER, PO/ORDER NUMBER, AND WARRANTY TYPE/NAME

\* Contractor will ship replacement upon receipt of failed unit. Unit is responsible for shipping costs of returning failed unit.

TABLE 3 TURNAROUND TIME

<p><b>PC-2 DAAB07-97-D-V002</b> (HP Vectra, UPS)          6 YEAR ON-SITE warranty effective equipment delivery date          CONUS – 2 Business Days (includes all CONUS, Alaska, Hawaii)          OCONUS – 2 Business Days (Japan, Korea, Germany, Italy, Panama)          OCONUS – 3 Business Days (All other)          REMOTE CONUS mail in</p>
<p><b>Port II DAAB07-97-D-V004</b> (Notebook, Quatech card)          5 YEAR HOT SWAP warranty effective equipment deployment date          CONUS – Next Business Day          OCONUS – 2 Business Days          REMOTE OCONUS mail in</p>
<p><b>Port III DAAB15-99-D-0010</b> (Equinox board/cable, FDD cable)**          3 YEAR ON-SITE warranty effective equipment delivery date          CONUS – Next Business Day          OCONUS – 2 Business Days (Germany, Italy, UK, Belgium, Panama, Korea, Japan, Netherlands, Turkey)          REMOTE OCONUS (on call) – 2 Business Days          REMOTE OCONUS (not on call) – 5 Business Days          Note: After 3-Year on-site, Equinox cable and FDD cable will be Lifetime replacement by Mfg.; the Equinox board will be by depot replacement only by GTSI during 5 Year Warranty Period</p>
<p><b>ET1 DAAB07-98-A-V003</b> (printers - 5 year on-site, internal/ external tape drives, 5 year mail-back) **          CONUS – 2 Business Days          OCONUS – 5 Business Days (Germany, UK, Panama, Korea, Okinawa, Puerto Rico, Belgium, Netherlands, Hawaii, Alaska, Japan, Italy)          Remote OCONUS MAIL BACK – GTSI depot in Germany or Korea</p> <p>Switchbox/cable SCSI cards, Various Mfg warranty effective equipment delivery date. Turnaround determined by manufacturer.</p>
<p><b>Navy SEWP II NAS5-96009</b> (step-down transformer)          LIFETIME Mfg. warranty effective equipment delivery date</p>

\*\*Turnaround time from GTSI for following items will be for CONUS, two business days, and OCONUS, five business days:

- Equinox Board
- Internal Tape Drive
- External Tape Drive

Note: For all equipment to be returned to a contractor for warranty work, the turnaround time does not commence until receipt of the item at the contractor's plant.

**Request For AKMS Warranty Work**

<b>DATE (MM/DD/YYYY):</b>	<b>UNIT (Complete Unit Address):</b>
<b>UNIT PHONE # (Include Area Code):</b>	<b>PRIMARY POINT OF CONTACT (POC):</b>
<b>ALTERNATE POC:</b>	<b>EMAIL ADDRESS OF PRIMARY &amp; ALTERNATE POC (If Applicable):</b>
<b>CONTRACT # FOR ITEM REQUIRING WARRANTY WORK (Get From TB11-7010-293-15-1, Warranty Work For AKMS):</b>	
<b>SERIAL # OF END ITEM REQUIRING WARRANTY WORK (See Table 1, 2, or 3 in TB11-7010-293-15-1 for List Of End Items):</b>	
<b>DESCRIPTION OF PROBLEM (Define in as much detail as possible and as clearly as possible, the problem with the hardware.):</b>	
<b>NOTE: Do Not Use This Form For Software Related Problems.</b>	
<b>EMAIL THIS FORM TO: GTSI    URL <a href="mailto:service@gtsi.com">service@gtsi.com</a></b>	



NOTE

Please be prepared to provide the following information to the GTSI service representatives for warranty processing:

1. Agency Names
2. Primary Point of Contact Name, Commercial telephone number, and e-mail address
3. Alternate Point of Contact Name, Commercial telephone number, and e-mail address
4. Serial Number or Order Number
5. Product Model requiring service/Description
6. Problem Description
7. Warranty Contract Name
8. Service Location: Address/Building/Floor/City/State/Zip Code
9. LCMS Desktops procured off the PC-2 contract – specify if a secure Hard Drive needs to be serviced.
10. LCMS Laptops procured off the portable 2 contract – specify if a secure Hard Drive needs to be serviced.

**WARRANTY CONTACT INFORMATION**

GTSI: U.S. Toll-Free (Service)	1-800-333-4874
U.S. Toll-Free (Main):	1-800-999-4874
Italy Toll-Free:	167-87-7107
Japan Toll-Free:	03-111-4001
Korea Toll-Free:	00798113360821

Other OCONUS locations: call the local AT&T Call USA access number and then dial toll-free, 800-760-2856. Selected AT&T access numbers are:

Germany	0800 225 5288
U.K.	0800890011
Korea (U.S. Military bases)	5552USA
Korea (Other)	0072911
Japan	00539111
Belgium	080010010
Italy	1721011
Panama	109
Panama (Canal Zone Only)	2810109

Or e-mail to: **service@gtsi.com**

**OEM CONTACT INFORMATION:**

**Adaptec** (SCSI adapters): <http://www.adaptec.com/>

If your hardware product is defective, contact Adaptec directly to request a Replacement Materiel Authorization (RMA). Exchanges are for same product only. Defective products must first be qualified by our Technical Support Department. Have your Adaptec product at hand when calling. Your Technical Support Identification (TSID) number will also be required. If you do not already have a TSID, you must register your product at: <http://register.adaptec.com/index.html> - your product serial number will be required.

Returned products will not be accepted without an RMA number. To verify your product is eligible for RMA and receive an RMA number, contact Technical Support at 408-934-7274.

**QVS** (Switchbox/Cable): <http://www.qvs.com/>

Phone: 702-228-3670 or 734-641-6700

**Todd Systems** (Transformer): <http://www.toddsystems.com>


Phone: 914-963-3400

**Curtis Products** (Extension Cable): <http://www.curtis.com>

Phone: 1-800-877-8262

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JOEL B. HUDSON  
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