

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

**WARRANTY PROGRAM
FOR
COMPUTER SET, GENERAL
AN/GYK-33B
(NSN 7010-01-447-8812)
Contract Number DAAB15-99-D-0010**

Headquarters, Department of the Army, Washington, DC**February 1, 2002**

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

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1. General. The intent of this Warranty Technical Bulletin (WTB) is to specify the method of implementation of the warranty program for the Notebook Computer, Panasonic Model CF-71, JETDS, AN/GYK-33B, NSN 7010-01-447-8812. The warranty provisions cover the items listed in Table 1. 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 Table 1 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, 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. Repair. To restore an item to serviceable condition without affecting the warranty.

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

h. 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.

i. 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.

j. 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.

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

l. 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-33B ACES Warranty Program. All items listed in these paragraphs have been furnished to the

Government under production contract DAAB15-99-D-0010, with a 5 year warranty which began in March 2000, the date of acceptance of the computers by the government. Unless this warranty is extended by the government, it shall remain in effect through March 2005. This contract was used to procure a quantity of 604 Panasonic Laptop CF-71 computers, referred to as the AN/GYK-33B. The AN/GYK-33B computer is used to run the Army Key Management System (AKMS) Army Communications Engineering Software (ACES).

a. Items Covered Under Warranty. Table 1 in this publication lists the two primary components of the AN/GYK-33B, the laptop computer, and the docking station. Table 2 provides respective turnaround times for warranty response. All components of the laptop are covered under the warranty of the laptop itself, and are therefore not separately listed. The AN/GYK-33B Operator's and Unit Maintenance Manual, TM 11-7010-335-12, lists all of the components of the laptop computer.

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 manufacturers 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 contract listed in Table 1 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-33B ACES 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 Tables 1 and 2. All warranties are for a minimum of five [5] years from date of acceptance by the Government, which was March 2000. 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 Enclosure #1, Request for AKMS Warranty Work. It should also be noted that the customer, (Army unit representative), should first call the CECOM Software Engineering Center (SEC) Help Desk, DSN 987-2980, (Para. 8a), before contacting GTSI.

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 2.

7. Government Responsibilities.

a. The Program Manager, Warfighter Information Network-Tactical (PM, WIN-T), Attn: SFAE-C3S-WIN-RRD-L, 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) Integrated Logistics Support Manager – Jay Herod, DSN 992-2159; Comm'l (732) 532-2159; e-mail: jay.herod@c3smail.monmouth.army.mil.

2) Project Leader - Jorge Tersy, DSN 992-2641; Comm'l (732) 532-2641; e-mail: JTersy@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 contract listed in Paragraph 3, and continue to do so until the date the warranty expires. This criterion shall also apply to items repaired or furnished as replacements for failed items.

d. The government will be responsible for costs incurred for return of an item to the contractor that are found to be serviceable. These type returns will be closely monitored.

e. Nullification. Failure to operate and/or maintain this equipment in the manner prescribed by the applicable technical manual or operating instructions furnished with equipment 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 laptop computer clean and properly maintained.

8. Claim Procedure.

The following procedures will be followed to obtain service/support for any problem(s) experienced with the AN/GYK-33B.

a. All field requests for assistance must be initiated through the CECOM Software Engineering Center (SEC) Help Desk. Contact SEC Hotline on DSN 987-2980 or Commercial (732-427-2980) where Help Desk personnel will work with user personnel to work through their problem(s). The SEC Help Desk Hours of Operation are 8:00 A.M. – 5:00 P.M., Monday – Friday. Weekend and Holiday support is facilitated by voice mail and/or beeper. If the problem is with the ACES software, the CECOM SEC Help Desk will work to resolve the situation with the user. If the user's problem is determined to be hardware related, the user will be referred to the GTSI Help Desk at 1-800-333-4874. Finally, if problem is determined to be with the AN/CYZ-10(V)3 Data Transfer Device (DTD) CT3 software, the unit will be directed to call the CT3 CSS Help Desk, Toll-Free 866-651-1191. The CT3 CSS Help Desk Hours of Operation are 8:00 A.M. – 5:00 P.M., Monday – Friday. Weekend and Holiday support is facilitated by voice mail and/or beeper.

b. Units must ensure that all laptops and hard-drives are handled IAW security procedures outlined in AR 380-5. Once hard-drives have been put into use by units, there is a high likelihood that they will contain classified data at Secret High. If the removable hard-disk drive (RHDD) fails with classified information in the memory and zeroization of the RHDD is not possible, then the RHDD must be shipped to the following address IAW AR 380-19, DA Information Security Program. If the RHDD cannot be removed from the laptop, the complete laptop must be shipped to the following address IAW AR 380-19:

Tobyhanna Army Depot
COMSEC Support Division (W81U11)
11 Hap Arnold Blvd.
Tobyhanna, PA 18466-5100

c. As stated in paragraph 8a., if the problem is determined to be hardware-related, the unit will 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, contract and order number for the item requiring warranty service. The Help Desk personnel will log the call and validate warranty entitlement for the hardware.

d. Failed warranty items shall be tagged/identified to prevent improper repair or use. Refer to DA PAM 738-750.

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

f. 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 2. Shipment to and from remote sites will be paid by contractor.

9. Storage/Shipment/Handling.

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

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

c. Handling. No special handling is required unless the hard drive contains classified data, as stated in paragraph 8a. Care should be taken to prevent physical damage that could nullify the warranty.

d. All hard drives must be sanitized in accordance with AR 380-19 prior to being shipped from any point.

10. Stocking and Managing AN/GYK-33B Laptop and Hard Drive Float Assets for field exercises and other emergencies:

a. Float quantities of the laptop and hard drive are positioned at Tobyhanna Army Depot and key locations of the Tobyhanna Forward Repair Activities (FRAs); i.e., Ft. Hood, TX, Ft. Bragg, NC, Ft. Lewis, WA, Germany, and Korea. Enclosure #2 lists the POCs for the above FRAs. The float laptops and hard drives are loaded with the Windows NT operating system, Oracle, and the ACES software application.

b. The user of the AN/GYK-33B will only consider using the float assets after all attempts in dealing with GTSI have not resulted in satisfying the user's required timeframe for obtaining an operationally ready asset. Once the user determines that his requirement cannot be met by GTSI in a timely manner, the user will contact the nearest Tobyhanna FRA to arrange for use of a laptop or hard drive and turn in of the defective item. The local FRA will immediately issue a replacement item to the user, and the user will turn in the defective asset to the FRA. The new asset will be shown as a replacement asset on the unit's property book or other documentation.

c. The local FRA will ship the defective item to the TYAD central FRA. The TYAD central FRA will ship the item to GTSI for repair/ replacement, while simultaneously providing the local FRA with a replacement item. Once defective items are repaired/replaced by GTSI, they will be returned to the TYAD central FRA.

d. The Tobyhanna FRA will utilize the Offline Account Inventory Management (OLAAMS) for asset tracking and visibility. Float items will be returned to TYAD when repaired/ replaced by GTSI.

e. Tobyhanna Army Depot will preposition ACES laptop computers and hard drives at the locations and in the quantities as outlined below:

(1) Quantities/locations of the AN/GYK-33B Laptop Computer, NSN: 7010-01-447-8812:

(a) 3 each at Tobyhanna FRA at Ft. Hood, TX.

(b) 3 each at Tobyhanna FRA at Ft. Bragg, NC.

(c) 3 each at Tobyhanna FRA at Ft. Lewis, WA.

(d) 3 each at Tobyhanna FRA at Friedrichsfeld, Germany.

(e) 3 each at Tobyhanna FRA in Korea.

(f) 10 each at the central TYAD FRA at Tobyhanna, PA, to be forward positioned if necessary.

(2) Quantities/locations of the Laptop Hard Drive, NSN: 7025-01-489-0738:

(a) 3 each at Tobyhanna FRA at Ft. Hood, TX.

(b) 3 each at Tobyhanna FRA at Ft. Bragg, NC.

(c) 3 each at Tobyhanna FRA at Ft. Lewis, WA.

(d) 3 each at Tobyhanna FRA at Friedrichsfeld, Germany.

(e) 3 each at Tobyhanna FRA in Korea.

(f) 5 each at the central TYAD FRA at Tobyhanna, PA, to be forward positioned if necessary.

Warranty Items Covered:

The table below lists the two primary components covered under the GTSI Warranty.

Further component information is provided in TM 11-7010-335-12, Operator's Manual, AN/GYK-33B.

TABLE 1

AN/GYK-33B NOTEBOOK

Warranty Items

DESCRIPTION	MANUFACTURER AND PART NUMBER	GTSI PART NUMBER	WARRANTY LIFE
*Computer, Model CF-71, Notebook	Panasonic CF-71KYCKCAMNT	898-617500	5 Years
Port Replicator for CF-71	Panasonic CF-VEB711	898-392721	5 Years

*A replacement computer will be fielded at the end of the five-year warranty period, and will include warranty support as well.

Contact CECOM Software Engineering Center (SEC) Hotline on DSN 995-2980 or Commercial 732-427-2980 where Help Desk personnel will work with user personnel to work through their problem(s). If the problem(s) is determined to be hardware-related, the unit will then be advised to contact GTSI Help Desk.

GTSI WARRANTY SERVICE

CALL 1-800-333-4874

PROVIDE ITEM, SERIAL, AND CONTRACT NUMBERS

TABLE 2. Turnaround Time

<p>Port III DAAB15-99-D-0010 (Panasonic, CF-71) 5 YEAR HOT SWAP warranty effective equipment delivery date CONUS 2 Business days (includes all CONUS, Alaska, Hawaii) OCONUS 2 Business days (Belgium, Germany, Italy, Japan, Korea, Netherlands, Panama, Turkey, and United Kingdom). REMOTE OCONUS mail in, 5 Business days from the date of receipt.</p>
<p>Port III DAAB15-99-D-0010 (Notebook, XIRCOM card) 5 YEAR HOT SWAP warranty effective equipment delivery date CONUS Peace Time: On-site service, 2 Business days restore to service (M-F)*. OCONUS**: On-site service, 2 Business days restore to service. ** *Calls placed before Noon Eastern Time will be next business day. **OCONUS includes the following countries: Belgium, Germany, Italy, Japan, Korea, Netherlands, Panama, Turkey, and United Kingdom.</p> <p>OCONUS REMOTE (Rest of the world); Mail-in to GTSI depot (Korea or Germany). 5 Business days repair and return to user after receipt at depot, GTSI will bear all shipping costs. CONUS/OCONUS: Telephonic Technical Support available 24/7 Toll-Free. OCONUS WAR-TIME: Negotiable based on the Operational Command needs.</p> <p>OCONUS WAR-TIME OPTIONS A or B:</p> <p>A: GTSI will ship spares on site and the repair is made by Army technicians. GTSI is currently supporting Bosnia and Kosovo with this option.</p> <p>B: Tobyhanna Army Depot's technicians providing support out of Korea or Germany.</p> <p>For Warranty Support, call GTSI at the following telephone numbers available 24/7 toll-free:</p> <p style="text-align: center;"> CONUS 1-800-333-4874 GERMANY 0130818521 ITALY 167-87-7107 JAPAN 03-111-4001 KOREA 00798113360821 </p>

Request For AKMS Warranty Work

DATE (MM/DD/YYYY):	UNIT (Complete Unit Address):
UNIT PHONE # (Include Area Code):	PRIMARY POINT OF CONTACT (POC):
ALTERNATE POC:	EMAIL ADDRESS OF PRIMARY & ALTERNATE POC (If Applicable):
CONTRACT # FOR ITEM REQUIRING WARRANTY WORK: DAAB15-99-D-0010.	
SERIAL # OF END ITEM REQUIRING WARRANTY WORK (Provide the serial number from the back of the Panasonic CF 71 laptop or the Port Replicator.	
DESCRIPTION OF PROBLEM (Define in as much detail as possible and as clearly as possible, the problem with the hardware.):	
NOTE: Do Not Use This Form For Software Related Problems.	
EMAIL THIS FORM TO: GTSI URL service@gtsi.com	

Encl #1


FORWARD REPAIR ACTIVITIES**POINTS OF CONTACT**

<u>LOCATION</u>	<u>FRA ADDRESS</u>	<u>POINT OF CONTACT, EMAIL, PHONE</u>
Ft. Bragg	Tobyhanna FRA Bldg. J-2144 Knox Street Complex Ft. Bragg, NC 28310	Charles Marsala charles.marsala@tobyhanna.army.mil DSN 236-3080 COMM 910-396-3080
Germany	HQ, AMC Europe Tobyhanna FRA Unit 29331, Box 293 APO AE 09266 DODAAC W80YW6	Richard Pryor Pryorr@hq.hqusareur.army.mil DSN 314-375-6075 COMM 011-49-130-850075
Korea	Tobyhanna FRA SR 595 th CS Maint Co DS Songnam, Seoul AB Korea, KS DODAAC WT4KDX	Michael Lucas DSN 315-741-6348 COMM
Tobyhanna, PA	STAMIS Repair Activity Tobyhanna Army Depot WHS 5, Bay 2, MAINT 11 Hap Arnold Blvd. Tobyhanna, PA 18466	Leo Yesvetz leo.yesvetz@tobyhanna.army.mil DSN 795-6747 COMM 570-895-6747 888-278-8281
Ft. Hood, TX	Tobyhanna FRA Bldg. 4417 Corner of 68 th and Santa Fe Ft. Hood, TX 76544	Gary Leofsky leofskyg@hood-emh3.army.mil DSN 738-5079 COMM 254-288-5079
Ft. Lewis, WA	Tobyhanna FRA Bldg. 12B2 North Ft. Lewis Ft. Lewis, WA DODAAC	Anthony Losito DSN COMM

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