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Auditor of State

TO: UAN CLIENTS
FROM: UAN STAFF
DATE: JUNE 18, 2008
SUBJECT: HARDWARE INSURANCE AND WARRANTY INFORMATION

Your new Dell hardware should be insured for \$2,000. If you are keeping the old Dell hardware, be sure to update your insurance carrier on the existence of the additional old Dell hardware at a value you determine.

The UAN old Dell Hardware will still be under warranty when you receive your UAN new Dell Hardware. The following dates are when your hardware will be out of warranty:

- For Phase I UAN old Dell Hardware, the warranty on your UAN old Dell Hardware will expire on November 30, 2008.
- For Phase II UAN old Dell Hardware, the warranty on your UAN old Dell Hardware will expire on April 30, 2009.
- For Phase III UAN old Dell Hardware, the warranty on your UAN old Dell Hardware will expire on July 31, 2009.
- To verify which phase your old UAN Dell Hardware belongs to, go to <http://uanlink.auditor.state.oh.us/> click on 'Hardware/Software Resources', then 'Equipment Replacement', then 'Hardware Phase Information'

To request service on your UAN old Dell hardware, you may contact Dell at 1-866-876-3355. Once you are connected to a Dell service representative, tell the representative your service tag number located on your PC. If you have any questions, contact the UAN Support Line at UAN_Support@auditor.state.oh.us or 1-800-833-8261.