

CUSTOMER REPLACEABLE UNITS



CRU BENEFITS

- There is no need to coordinate parts replacements with Oracle Support personnel – you can repair your system when it is convenient for you
- You have more flexibility in scheduling downtime or maintenance windows that best align to activities within your facilities.
- Oracle continues provide all troubleshooting and assistance including identifying defective parts, as well as important updates to firmware or patches required to ensure top notch operations.

What is a Customer Replaceable Unit?

A Customer Replaceable Unit (CRU) is an Oracle system spare part that is designed for quick, safe, and easy replacement without special skills, knowledge, or tools. CRU designations are standard across the hardware industry. Use of Oracle CRUs allows you to replace parts on an affected system yourself, with greater flexibility and at a time that best suits you.

Which Oracle spare parts are CRUs?

The Oracle-Sun System Handbook denotes which part is a CRU or a Field Replaceable Unit (FRU) by the [F] or [C] following the spare part number.

The Oracle-Sun System Handbook is located at:

https://support.oracle.com/handbook_private/. The FRU or CRU designation can be found by selecting the product of interest, then the “Full Component List” link under that product.

Will I receive replacement instructions?

To ensure a successful component installation, Oracle Support will include CRU replacement instructions in your Service Request’s action plan. In some cases, you will find instruction labels directly on the system components.

Oracle Technical Support Engineers are also available to provide assistance 24 hours per day, 7 days per week, either via the phone or through the My Oracle Support (MOS) portal. You can check the following link for your local support number:

<http://www.oracle.com/us/support/contact-068555.html>.

How do I return the failed part?

Once you have completed CRU replacement, it is important to return the failed component in a timely manner. Instructions for doing so are available in a pouch on the outside of the box in which the replacement part (CRU) was shipped.

Why are some parts changing from FRUs to CRUs?

Oracle periodically reviews all products to determine which components are simple, safe, and easy for customers to replace. CRU designations are made when items meet these criteria.

Will Oracle send someone to install a CRU?

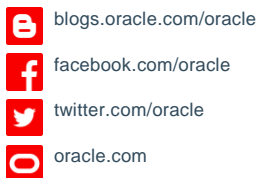
Yes, at your request, Oracle will send a trained engineer to install your CRU. Note that this is a billable service.



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For more information about [insert product name], visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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