λ Lambda

Lambda Support - Hardware

Lambda is the Deep Learning industry leader when it comes to supporting the entire hardware and software stack. Whether you're setting up a workstation in a lab or configuring a server for use in your data center, Lambda offers a support plan to meet your team's needs.

Support Team

When you choose Lambda, you gain access to a dedicated support team of seasoned professionals with expertise in AI and Machine Learning hardware.

Support Layers		
	Hardware	System
COVERAGE	All Lambda-installed components (CPU, GPU, memory, storage, NICs, PSUs, etc.)	BIOS, BMC, OS, all Lambda-installed software and drivers, Lambda Stack
TERMS	1, 3 or 5 years	1, 3 or 5 years
RENEWALS	Can not be renewed Original purchase only	1, 2 or 3 years

Support Access and Response Times

Support Requests

Support documentation can be accessed and support tickets can be submitted at any time on the Lambda Support site: lambda.ai/support.

Tickets will be automatically logged in our support ticketing system and assigned to a technical support engineer. Lambda Support will work with you to remotely troubleshoot, scheduling calls or remote access sessions as necessary.

Requests made outside of the ticketing system (Slack, Teams, Social Media, etc) will not be subject to Lambda's Support access and response times, as referenced below.

Support Access and Response SLA	
	Standard
SUPPORT ACCESS	24×7
INITIAL RESPONSE TIMES	6 hours
REPART REPLACEMENT[1]	Replacement upon receipt of faulty part [2]
RMA & REPAIR[3]	For Lambda RMA terms, they are available upon request.

[1] Repairs are typically completed within 7-14 business days, depending on the complexity of the issue and parts availability. If the repair requires Lambda to ship the hardware to the manufacturer, this level of repair can take 2-6 weeks. Lambda will provide packing materials to send faulty machine(s) back to Lambda's repair facility. Customer must perform minimum troubleshooting steps detailed by Lambda Support before being eligible for this service.

[2] Lambda will provide packing materials. The customer is responsible for the cost of returning the defective part or machine to Lambda. Replacement is processed upon receipt of the faulty part. Shipping typically takes 5-7 business days.

[3] For RMA or hardware repair requests outside of the Hardware Warranty and Support periods, these are subject to quotes from our RMA team for shipping and parts replacements, including a $300/hr troubleshooting fee.

Support Scope

Hardware			
Item	**Description**	**Lambda**	**Customer**
TROUBLESHOOTING	GPUs, chassis, and hardware components	X	
REPAIRS	GPUs, chassis, and hardware components	X	
REPLACEMENT PARTS[1]	GPUs and user-serviceable parts	X	
UPGRADES[2]	Adding GPUs, storage, NICs, etc		X
System Software			
Item	**Description**	**Lambda**	**Customer**
UPDATES AND UPGRADES[3]	BIOS		X
	Ubuntu OS		X
	Lambda Stack		X
TROUBLESHOOTING	BIOS	X	
	Ubuntu OS [4]	X	
	Lambda Stack	X	
Not Supported			
Troubleshooting customer code and performance tuning			
External network/VPN connection troubleshooting			
3rd party applications not installed by Lambda			
Any additional components and materials not approved by Lambda[2]			

[1] Lambda will provide packing materials and the replacement part is processed upon receipt of the faulty part. Shipping typically takes 5-7 business days

[2] Damage, performance degradation, or other issues resulting from the use of additional components not approved by Lambda will not be covered under the support plan and may void the Lambda warranty. Lambda will not support mixed GPU types. You may be asked to return hardware to its original configuration to rule out problems that may be caused by the additional components.

[3] Lambda will obtain the latest software versions and make them accessible for customer-install.

[4] Lambda exclusively supports versions of Ubuntu that have not exceeded their standard support date. If other operating systems are in use, you may be asked to install Ubuntu or boot into a live Ubuntu environment for troubleshooting purposes.