



IGX Orin Developer Kit With Optional Hardware Support



Support for the IGX Orin Developer Kit

NVIDIA IGX Orin™ is an industrial-grade platform that combines enterprise-level hardware, software, and support. As a single, holistic platform, IGX allows companies to focus on application development and realize the benefits of AI faster. NVIDIA IGX Developer Kit Hardware Support is designed to keep systems up and running with expert guidance and fast hardware replacements.

- > Customers have the option to purchase IGX Orin Developer Kit Hardware Support during the initial purchase.

Enterprise Support

Details	
	Support
Coverage	<ul style="list-style-type: none"> > Hardware > OS > GPU driver
Enterprise Support	<ul style="list-style-type: none"> > NVIDIA expert live-agent support during local business hours > Enterprise Support Portal access 24x7x365 > Advanced RMA: Once the RMA is approved, the parts will be shipped out on the next business day > Included shipping costs > RMA tracking through the Enterprise Support Portal
Hardware RMA (Return Merchandise Authorization)	<ul style="list-style-type: none"> > Advanced RMA: Once the RMA is approved, the parts will be shipped out on the next business day > Included shipping costs > RMA tracking through the Enterprise Support Portal
Renewal	<ul style="list-style-type: none"> > Support Entitlement is renewable in one-year terms
Software	<ul style="list-style-type: none"> > Software is covered under the licenses of NVIDIA AI enterprise- IGX, which is purchased separately
Support SKU	<ul style="list-style-type: none"> > IGX Orin Developer Kit Hardware Support > 732-IG7001

Key Features

Hardware Support

- > NVIDIA provides next business day RMA support to help maximize uptime of your IGX Orin Developer Kit.

Deep Expertise

- > NVIDIA provides support with deep connections to the product and engineering teams to keep NVIDIA solutions operating at peak performance.

Faster Time to Value

- > For faster return on investment, NVIDIA offers expertise through multiple support channels.

How to Access NVIDIA Enterprise Support

Customers with IGX Orin Developer Kit Hardware Support use the same Enterprise Support channels as customers with NVIDIA DGX™ or NVIDIA networking solutions. To submit a support request—including RMA—customers must contact NVIDIA Enterprise Support through the following methods. For high-severity cases, use the Enterprise Support Portal or phone.

Find more details on how to contact support, submit requests, and work with NVIDIA in the [Enterprise Support and Services User Guide](#)

Support Channels	
	Details
Enterprise Support Portal More Information	<ul style="list-style-type: none"> > This is the preferred method for submitting Enterprise Support cases > Cases can be submitted 24x7 > Response time will be based on the entitled service level > For details on how to log in, use the portal and create a support case. Use the Quick Start Enterprise Support Guide for New Users.
Phone More Information	<ul style="list-style-type: none"> > Regional and toll-free numbers are available > Phone support hours will be based on the entitled service level
Webform Case Submission More Information	<ul style="list-style-type: none"> > This method may be used when you aren't able to log in to the NVIDIA Enterprise Support Portal > Cases can be submitted 24x7x365, but response times will vary

NVIDIA Support Process

Self Help	First Line Support	Technical Support Engineering	Solution Engineering	Product Engineering
Self Support: <ul style="list-style-type: none"> > Self-guided help > Leverage knowledge base > Community forum 	Solving Basic Issues: <ul style="list-style-type: none"> > Entitlement validation > Initial triage > Multilingual capability 	In-Depth Technical Support: <ul style="list-style-type: none"> > Second-level troubleshooting > End user satisfaction > Drive remediation 	Source Code Investigation: <ul style="list-style-type: none"> > Bug reproduction & prioritization > Complex troubleshooting > Workarounds & possible code fixes 	Engineering Level Support: <ul style="list-style-type: none"> > Patch & release management > Design enhancements > Code fixes

Frequently Asked Questions

Q: Does IGX Orin Developer Kit Hardware Support cover any NVIDIA software?

A: This support includes IGX Orin hardware, OS, and the GPU driver. For issues with related NVIDIA software, customers can use the NVIDIA Forum.

Q: Does the IGX Orin Developer Kit Hardware Support cover the add-on NVIDIA dGPU if purchased or installed in the developer kit?

A: The hardware support for the IGX Orin Developer Kit only applies to the kit itself and doesn't extend to any other NVIDIA dGPU products. If you encounter any issues, you should contact NVIDIA Enterprise Support for troubleshooting. In the event that the NVIDIA Enterprise Support team is unable to resolve the issue and determines that's caused by the additional NVIDIA dGPU, the customer will be directed to work with the original vendor of the dGPU to resolve or replace the item through the vendor's standard warranty process.

Q: Does IGX Orin Developer Kit Hardware Support cover the additional add-on PCIe cards?

A: NVIDIA doesn't provide support for add-on PCIe cards. In the event that the NVIDIA Enterprise Support team investigates an issue and determines that it's related to an additional add-on PCIe card, you'll be asked to get a replacement for the card through your vendor's standard warranty process.

Q: How does NVIDIA process an Advanced RMA?

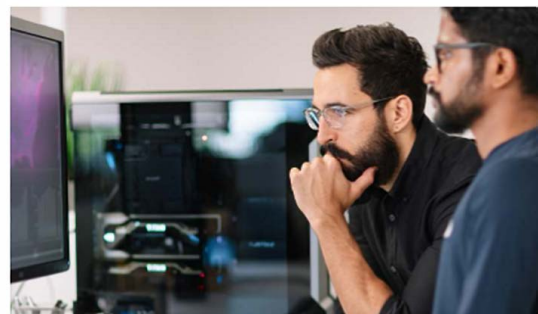
A: A support case must be created to initiate any request for an RMA. Only after an NVIDIA Support Engineer has confirmed the support entitlement and the need for RMA through troubleshooting will one be started. Once an RMA is processed, you'll receive a notification, and the progress can also be tracked in the NVIDIA Enterprise Support Portal.

Q: Can support be renewed after the initial one-year support entitlement?

A: Yes. IGX Orin Developer Kit Hardware Support can be renewed and extended after the initial one-year support entitlement. Renewing the support contract ensures the protection of your investment and continued access to advanced RMA and technical support. You must ensure that your contact details are correct for NVIDIA to notify you 90 days before the contract expiration date. If the support entitlement isn't renewed, you may no longer have access to hardware RMA, the Enterprise Support Portal, and customer support.

To renew, just provide a purchase order (PO) to your NVIDIA Reseller or OEM Partner upon each renewal/upgrade contract request. At the end of a contract, you can upgrade by contacting the NVIDIA Renewal team at RenewalSales@nvidia.com. Renewal contracts are for a minimum of one year. It's recommended to renew contracts at least three to four weeks before expiration to ensure continuous access to support and updates. Contracts renewed after expiration will be backdated to the expiration date of the last service period.

"NVIDIA provides key support to enterprise customers at all levels for their NVIDIA solution to help ensure their success."



Ready to Get Started?

To learn more about NVIDIA IGX Orin, visit:
www.pny.com/igx