Support

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, 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 deep expertise in AI/ML Hardware.

Support Layers

	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 Levels

Lambda support is offered in two different levels: Standard and Premium.

The Standard support level is designed to provide the best value for full-stack support of Lambda products. Standard support provides live support during business hours (9AM to 5PM PT) with next business day response time.

The Premium support level is designed for mission-critical deployments where downtime needs to be minimized. Premium provides live 24×7 support with a six-hour response time. Premium support is offered for all Lambda products designated in the Support Plans by Product section of this document. Premium support must be purchased for all layers and all products in the deployed solution in order to ensure complete coverage.

	Support Levels	
	Standard	Premium
Support Access	9AM to 5PM PT	24×7
Response Times	Next business day	6 hours

RMA	Replacement upon receipt of faulty part [1]	Advanced part replacement [2]

[1] Lambda will provide packing materials. The customer is responsible for the cost of returning the defective part or machine to Lambda.

[2] Lambda will provide packing materials and is responsible for the cost of returning the defective part or machine to the customer

Support Requests

Support documentation can be accessed and support tickets can be submitted at any time on the Lambda Support site: https://lambdalabs.com/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 the ticket and will schedule calls or remote access sessions if necessary.

Requests made outside of the ticketing system will not be subject to Lambda's Support Service Level Agreement (SLA).

Support Scope

This is for unmanaged Private Cloud. If Customer has purchased a managed offering, the Support Scope will be reflected in the Managed SOW.

Item	Desc	Lambda	Customer
Hardware			
Troubleshooting	Parts and Replacements	X	
System Software			
Updates and Upgrades	BIOS		X*
	Operating System		X*
	Drivers / Firmware		X*
Storage			
Hardware	Replacement	X	
	Troubleshooting	X	
Network			
Hardware	Troubleshooting	X	

	Replacement	X	
Other Software			
Not Supported			
Troubleshooting Customer code			
External Network/VPN Connection Troubleshooting			
3rd Party Applications not installed by Lambda			

- * - Lambda will obtain latest software versions and make them accessible for customer-install