

# Opengear Advanced Warranty Replacement



## Overview

### Advanced Warranty Replacement

Same Day Response

Same Day RMA Issued

Next Business Day Replacement

### Standard Warranty

Four years telephone support

Available Mon-Fri 5.30am – to Midnight MT Time

Faulty units are repaired or credited once returned within 30 days

**\*Now with a little extra for you...**

- 1 Year - £10
- 2 Year - £20
- 3 Year - £30
- 4 Year - £40



## BE PROTECTED FROM THE UNEXPECTED

Just when you thought your network couldn't be more resilient, we have brought you Advanced Warranty Replacement – created with your uptime in mind.

Exclusively available to our Opengear customers.

Our Advanced Warranty Replacement offering is available for coverage in one, two or four-year periods.

The one and two-year options are cumulative and renewable for a coverage of a total of four years.

Our Advanced Warranty Replacement guarantees a **same day response** and **next business day product replacement**, whilst still being covered by the Opengear's standard 4 years telephone support, including technical support.

Products	One Year	Two Year	Four Year	Response
ACM Range	✓	✓	✓	Next Business Day
IM Range	✓	✓	✓	Next Business Day
OM range	✓	✓	✓	Next Business Day

One & Two Year options cumulative to Four Year



# Opengear Advanced Warranty Replacement



## Program Overview

Products	Standard	Advanced Replacement
Telephone Access	US MT Time	Mon-Fri 9-5pm
Hardware Replacement	Return to Factory - 30 day RMA post receipt of failed unit	Advanced Replacement Next Business Day Product Replacement
Response Time	Within 48 hours	Same Business Day

## RMA Details

Advanced Replacement (Offered with a maintenance agreement):

- The customer receives a next business day replacement (unit prior to shipping the failed unit back to us)

## Next Steps

Contact your account manager for pricing and additional information.

Severity	Description	Example
1	Complete loss of service for all users. Causes direct revenue loss.	This will affect a large group of customers or causes direct revenue loss.
2	Limited loss of service. No acceptable work-around available. Operations can continue in a limited fashion.	Large group of customers are not able to use an application but can perform other work-related duties. An application is down, but does not directly affect revenue.
3	Minor impact to limited functionality. Functional via work-around. Inconvenience.	Minimal affect to productivity. A problem that affects an individual user but there is an alternative.