



Datacom Systems Inc. Product Hardware Warranty and Support Information

Hardware Warranty Coverage

All products include a hardware warranty from the date of shipment. Initially purchased warranties are for one (1) year.

Hardware Warranty Renewal

To extend the hardware warranty past the initial hardware warranty period, a follow on contract can be purchased. All support contracts include a hardware warranty.

New Purchase Advanced Replacement Policy

If within 30 days of shipment there is a hardware issue verified by DSI, another device will be shipped to the customer in advance of returning the original unit. This policy is subject to product availability and falls under Hardware Warranty Coverage.

Support

Support contracts may be purchased to provide access to software, upgrades and updates for products. A purchased support contract also includes hardware warranty coverage. Products whose hardware warranty has expired, may extend the hardware warranty by purchasing a support contract. Support is purchased by specific model and serial number. Customers should renew their support agreement prior to the expiration date. If there is a lapse in coverage, the customer must reinstate the contract to include support coverage charges from the date of expiration of their prior support agreement. A fee will be applied for any lapse in coverage. This fee will be equal to 3 standard months of the support contract. Initial support contracts, associated with a new purchase, commence from the date of shipment of product from Datacom Systems. Existing Standard support contracts that are upgraded to Premium or Extended levels or any level support contracts that are purchased after a lapse in coverage, will be effective 30 days from the receipt of order. Non-defective returned items are subject to a 15% restocking fee.

Datacom Systems support and hardware warranty options:

Support Element	Premium Support	Extended Support	Standard Support	Hardware Warranty only
Telephone/Email Support Available	24 x 7 x 365	9 AM – 6 PM US EST Mon-Fri	9 AM – 6 PM US EST Mon-Fri	9 AM – 6 PM US EST Mon-Fri
Minor Software Updates & Support	Yes	Yes	Yes	No
Major Software and Feature Upgrades	Yes	Yes	Yes	No
Hardware Support	Yes	Yes	Yes	Yes
Advance Replacement	Next Business Day	Third Business Day	Return to Factory	Return to Factory
Product Terms	Replacement product is shipped the next business day **	Replacement product is shipped the third business day**	Product is returned to DSI, and repaired/replaced	Product is returned to DSI, and repaired/replaced

** Ship date may vary based on what local time the technical service department determines a replacement is necessary to ship

+ Premium support customers: Please open a support case by telephone

- All service levels include access to Datacom Systems' Technical Service department, to review any issues and approve RMAs and product replacement. Customers may be required to have the model and serial number, software revision and support contract number when requesting Technical Support. All product shipments will be confirmed by DSI technical service personnel.
- All service levels require communication between the customer and Datacom Systems' Technical Service department to review and approve RMAs and product replacement, if necessary. Any product shipments for hardware warranty services will be confirmed by Datacom Systems' Technical Service personnel.
- Datacom Systems does not prohibit or restrict the use of any transceivers or Small Form Pluggables (SFPs) in our products. We do test and certify a number of transceivers and some of these are available for purchase from Datacom Systems. In the rare event that a non-certified transceiver does not appear to be functioning properly in one of our systems, our support team may require the use of a certified manufacturer's transceiver in order to expedite the troubleshooting process.
- Standard support products are shipped via ground transport. Extended and Premium support level replacement products are shipped overnight.
- DSI will cover costs for all shipments to customer locations for all plans including evaluation (demo) equipment. The customer covers any costs associated with shipping product to DSI, including evaluation (demo) equipment. If DSI determines that the equipment is not defective, DSI will return it to the customer, freight collect. Shipping for products under the New Purchase Advanced Replacement Policy is covered by DSI.
- All support offerings must include model numbers, corresponding serial numbers, dates of coverage and the appropriate support level. All support contracts are subject to review and approval by DSI.
- DSI product life cycles classify Active, End of Sale and End of Life models. Active products may be purchased along with their associated support contracts. Models that are identified as End of Sale, are typically not available for purchase, but may have their support contracts renewed. End of Life models are not available for purchase and their support contract renewals are only available by exception. A list of End of Sale/End of Life models is available at www.datacomsystems.com.
- For End of Sale/End of Life models covered by support contracts, DSI may repair or replace the existing model, or provide a currently manufactured replacement product.
- All End of Life models are limited to Hardware repair or replacement.

Contact Information

- Datacom Systems Inc. Technical Service: www.datacomsystems.com
- Click "Contact Our Support Team" and open a case for support issues under the SUPPORT tab on our websites' main page
- Telephone Number for Datacom Systems Inc. Technical Service: U.S.: +1 315 463 9541⁺

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