



---

## Hardware Support Overview

This article describes the hardware support for Cloud Services Gateway (CSG) appliances, and it describes the hardware warranty and additional hardware support options.

---

### Limited Hardware Warranty

Versa Networks provides limited hardware warranty on all CSG devices and field-replacement parts (FRUs) purchased by a customer, for a period of two (2) years from the date of shipment. This warranty ensures that the hardware is free of defects in material and workmanship when operated under normal authorized use consistent with product instructions. This product warranty extends only to the original purchaser of the hardware, whether the hardware is purchased directly from Versa Networks or from a Versa Authorized Reseller. If, during the warranty period, Versa Networks receives notice that the hardware does not conform to its warranty, Versa Networks will, at its sole option, repair or replace the non-conforming hardware in accordance with this limited warranty. Hardware replaced under the terms of any such warranty may be new equipment or it may be refurbished equipment substituted at the option of Versa Networks. Versa Networks will ship the replacement hardware within six to eight weeks after receipt of the product at a Versa Networks Repair Center, using reasonable commercial delivery services. Actual delivery times may vary depending on the customer location.

---

### Warranty Start Date

The limited hardware warranty starts from the date the hardware is shipped from a Versa Networks manufacturing facility or, in the case of a resale, from a Versa Networks authorized reseller.

---

### Dead On Arrival (DOA)

For hardware that is considered dead on arrival (DOA) within the first 90 days from the date of shipment (either from Versa Networks or a Versa Networks authorized reseller), Versa Networks will provide an expedited replacement of the affected appliance or FRU. After you have obtained a return material authorization (RMA) number, a Versa Networks manufacturing facility will ship a new appliance or FRU. For information about obtaining an RMA number, see [Return Hardware](#). You must return the defective hardware to Versa Networks within 15 days of receipt of the replacement hardware. If you fail to do so, Versa Networks will invoice you for the full purchase price of the replacement part. If international customs clearance is required, it is your responsibility to allow for additional transit and custom clearance time. Products that are sold after the published last order date, as defined in the Versa Networks end-of-life policy and procedure, are excluded from this expedited DOA replacement coverage.

---

---

## Additional Support Options

You can purchase the following additional hardware support coverage for a CSG appliance:

- 24x7 return to factory
- Same business day advance replacement
- Next business day advance replacement

Hardware support coverage is specific for each part number and serial number combination of a CSG appliance. To obtain the additional hardware support coverage, you need to purchase corresponding hardware support SKUs. The following are examples of the hardware support SKUs for a CSG750 appliance:

- SUP-247-RTF-CSG750-WLA—24x7 return-to-factory RMA coverage for CSG750-WLA
- SUP-NBDAR-CSG750-WLA—Next business day advanced replacement RMA coverage for CSG750-WLA
- SUP-SBDAR-CSG750-WLA—Same business day advanced shipment RMA coverage for CSG750-WLA

---

### 24x7 Return to Factory

The 24x7 return-to-factory (RTF) coverage accelerates the return-to-factory (RTF) process and extends hardware support coverage beyond the two-year warranty period. This coverage allows you to return defective hardware to a regional warehouse for repair or replacement, and it will be returned to you within four (4) weeks.

If you have a defective appliance or FRU, contact the Versa Networks Customer Support team. If the appliance or FRU is determined to be defective, you are responsible for shipping the defective hardware to the local depot address provided by the Versa Networks Customer Support team. Versa Networks will repair or replace the defective hardware and deliver it back to your site within four weeks.

RTF coverage includes the cost of delivering the replacement unit. RTF coverage does not include Versa Operating System™ (VOS™) software support, customs, VAT, taxes, and shipping costs incurred to return the defective unit.

---

### Next Business Day Advance Replacement

Next business day advance replacement (NBDAR) coverage replaces defective hardware without waiting for the return and repair process. To receive replacement hardware on the next business day, contact the Versa Networks Customer Support team and have them verify that the hardware is defective. The next business day SLA hours are Monday through Friday, 8 a.m. to 5 p.m., not including bank holidays.

To fulfill the hardware support SLA, Versa Networks will ensure that spare parts are kept in local warehouses.

NBDAR coverage includes onsite delivery via a service technician, all delivery costs, customs, VAT, taxes, and shipping cost incurred to return the defective unit.

Upon replacement, the onsite technician will take the defective hardware back to the Versa Networks repair depot. If you do not wish to return the defective hardware to the onsite technician, you are responsible for shipping the hardware to

Versa Networks within 15 days. If you fail to do so, Versa Networks will invoice you for the full purchase price of the replacement hardware.

---

## Same Business Day Advance Replacement

Same business day advance replacement (SBDAR) coverage replaces defective hardware on the same business day. To receive replacement hardware on the same business day, contact the Versa Networks Customer Support team before 1 p.m. local time and have them verify that the hardware is defective.

To fulfill the hardware support SLA, Versa Networks will ensure that spare parts are kept in local warehouses.

SBDAR coverage includes onsite delivery via a service technician, all delivery costs, customs, VAT, taxes, duties, and shipping costs incurred to return the defective hardware.

Upon replacement, the onsite technician will take the defective hardware back to the Versa Networks repair depot. If you do not wish to return the defective hardware to the onsite technician, you are responsible for shipping the hardware to Versa Networks within 15 days. If you fail to do so, Versa Networks will invoice you for the full purchase price of the replacement hardware.

---

## Hardware Support Process

Versa Networks creates a customer support contract for each CSG appliance. This contract includes the customer name, date of purchase, order number, SKUs purchased, and other purchase and product information.

When you receive the CSG appliance, you (or the Versa Networks authorized reseller) must register the appliance by contacting the Versa Networks Customer Support team and providing its model number, serial number, physical address, and hardware support SKU.

After you register your CSG appliance, Versa Networks prepares the support specified in the hardware support SKU for that part number and serial number.

Based on the hardware support SKU, Versa Networks has its RMA partners place inventory at the proper depot locations to cover the SLAs required. Versa Networks works with leading global RMA partners to fulfill hardware support requirements.

---

## Hardware Support Global Coverage

Versa Networks uses global and regional RMA and logistics partners to fulfill various levels of commitments. However, Versa Networks is the single point of contact for hardware support.

SBDAR, NBDAR, and RTF (with 4-week turnaround) hardware support coverage is available in the following geographic regions:

- Africa
-

- APAC
- Australia
- Canada
- EU
- Japan
- Latin America
- Middle East
- Other Europe
- USA

---

## Contact Customer Support

For all hardware support issues, you must contact the Versa Networks Customer Support team:

Open a support case with Versa Networks Customer Support team in one of the following ways:

- Log in to <https://support.versa-networks.com/support/login>
- Call toll-free 1-855-226-6217.

A customer support representative will collect all required information, determine the root cause of the issue, and validate your case. If the issue is determined to be a hardware failure, the representative will check the hardware support coverage associated with the part number and serial number of the CSG appliance. If the unit is under warranty, Versa Networks will initiate the RMA process.

---

## Additional Information

[How To Return Hardware](#)