



Technical Support Customer Reference Guide

Version 1

Technical Support Site

If you encounter any installation or operational issues with your product, check the pertinent section of this manual to see if the issue can be resolved by following outlined procedures. For additional assistance, visit <https://www.vertivco.com/en-us/support/>

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1.0 WELCOME TO TECHNICAL SUPPORT

Dear Valued Vertiv® Customer,

Vertiv Technical Support, formerly Emerson Network Power Avocent Technical Support, is excited to announce the release of a new Customer Portal on www.VertivCo.com. The Portal is an important interaction point for customers. Customers will be able to access informative resources, participate in forums, view previous and current Technical Support cases and submit a case for Technical Support. You may access the Portal with the following web address: <https://vertivco-eng.custhelp.com/app/products/detail/p/287/page/1> and click *Request Technical Support*.

Users must have a Vertiv site login and register the first time they access the Customer Portal in order to submit a case. Additionally, customers will be able to submit a request to open a Technical Support case by emailing support.avocent@VertivCo.com. When emailing Vertiv Technical Support related to an already existing case, please be sure to include the existing case number on the email subject line, or the email will bounce back and you will receive an email with directions sending you to the new portal.

Please note the Vertiv Technical Support system has a limitation of 1999 characters per email. Emails with over 1999 characters will be truncated and the remainder of the text will not be viewable. For correspondence that requires a high level of detail, please place the correspondence into a Word or Text document and attach it to the email.

Vertiv looks forward to working with you through these new support forums and points of contact.

Regards,

Vertiv®
Technical Support, Huntsville Facility
4991 Corporate Drive | Huntsville, AL 35805-6201, USA
www.VertivCo.com

2.0 TECHNICAL SUPPORT INCIDENT CREATION PROCESS

Vertiv® customers can submit an incident to Vertiv Technical Support several ways. Also, feel free to access our knowledge base at <https://VertivCo-eng.custhelp.com/app/community/page/1>. Response times and follow up times are defined in the hardware and software maintenance tables in the Vertiv Technical Support guide.

2.1 Phone

When customers contact Support, they will first speak with a Technical Support Administrator who will triage the customer's issue. After validating maintenance entitlement and assessing the severity of the issue, Support will inform the customer when a Technical Support Analyst will respond to the support request. Contact numbers and hours of operation can be found in "Technical Support Contact Hours" on page 7 or in the Support section of the Vertiv website with the following web address: <https://www.VertivCo.com/en-us/about/contacts/support/#?country=198&pt4=19>

Response and follow-up times are outlined in the hardware and software maintenance data sheets, and detailed descriptions are available in the Support section of the Vertiv website.

2.2 Electronic/Email

Customers will be able to access informative resources, participate in forums, view previous and current Technical Support cases and submit a case for Technical Support. To access the Portal, visit the following web address: <https://VertivCo-eng.custhelp.com/app/products/detail/p/287/page/1> and click *Request Technical Support*.

Users must register and have an account on the Vertiv Community site to submit a case the first time they access the Customer Portal. After registering, customers will be able to submit a request to open a Technical Support case by emailing support.avocent@VertivCo.com. If a case is opened via email, the customer will receive a confirmation email that will contain the case number. If the case is opened through the Portal, the customer will be notified in the portal of the case number as well as receiving a confirmation email containing the case number. When emailing Vertiv Technical Support to open a new ticket, please be sure to remove any previous case number from the email's subject line. Otherwise, the email will be routed to a previous case (if it's still open), or generate a bounce back email, if the previous case has been closed..

Follow-up times are outlined in the hardware and software maintenance data sheets, and detailed descriptions are available in the Support section: <https://www.VertivCo.com/en-us/support/warranty/it-management-hardware-maintenance-program-overview/>.

When an incident is resolved, the system will send a confirmation email stating that the incident has been closed. In the body of the email, customers will have the opportunity to fill out a brief survey. Please do not use the number of a closed case when emailing to support.avocent@VertivCo.com, as it will not generate a new case and the email will not have visibility. We appreciate the opportunity to assist you and hope your interactions were timely and friendly.

3.0 CREATING A COMPANY ACCOUNT FOR EMPLOYEES REQUIRING FULL PORTAL ACCESS

To create an account for companies with multiple employees requiring access to all cases in the Portal:

1. Create a generic account that will be used for all employees and to which all cases of that company will be added. Use a generic email address for this account.
2. Create a test case from the Portal using that generic account and specify the name of company you would like this generic account to be linked with.

4.0 TECHNICAL SUPPORT CONTACT HOURS

The following numbers are available for software in maintenance, hardware under maintenance, hardware under standard warranty and out-of-warranty hardware customers.

NOTE: For customers who are in the Middle East, Standard or Silver support on Sunday is currently available in English only by calling the local technical support phone number. You will be asked to leave a voice mail which will be forwarded to our on-call technician. Support is offered between your local hours of 9:00am – 5:30pm.

4.1 North & South America

LOCATION	AVAILABLE LANGUAGE ¹	LOCAL COVERAGE IN LANGUAGE (EXCLUDES HOLIDAYS) ²	NUMBERS FOR STANDARD H/W AND S/W WARRANTY SUPPORT ³
Emerson Network Power Avocent Products and Services, 4991 Corporate Drive, Huntsville, AL 35805			
USA	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	1-888-793-8763
Canada	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	855-298-7409
Brazil	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	+ 1 256-217-1175

Support Numbers can be called during Local Hours as shown.

4.2 Europe & Middle East

LOCATION	AVAILABLE LANGUAGE ¹	LOCAL COVERAGE IN LANGUAGE (EXCLUDES HOLIDAYS) ²	NUMBERS FOR STANDARD H/W AND S/W WARRANTY SUPPORT ³
Emerson Network Power Avocent Products and Services, Avocent House, Shannon Free Zone, Shannon, County Clare, Ireland			
UK	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	0-808-234-3473
France	French	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-911955
Germany	German	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800 5888162
¹ Middle East	English	Mon-Thu 9:00 a.m. to 5:30 p.m.	+ 353 61 715292

Support Numbers can be called during Local Hours as shown.

LOCATION	AVAILABLE LANGUAGE ¹	LOCAL COVERAGE IN LANGUAGE (EXCLUDES HOLIDAYS) ²	NUMBERS FOR STANDARD H/W AND S/W WARRANTY SUPPORT ³
Switzerland	French, German & English	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-556-192
Belgium	French	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-767-31
Austria	German	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-291393
Ireland	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	1-800-657-563

LOCATION	AVAILABLE LANGUAGE ¹	LOCAL COVERAGE IN LANGUAGE (EXCLUDES HOLIDAYS) ²	NUMBERS FOR STANDARD H/W AND S/W WARRANTY SUPPORT ³
Denmark	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	8088.5123
Norway	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	800.14.295
Sweden	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	020.791.650
All other EMEA	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	+ 353 61 715292

Support Numbers can be called during Local Hours as shown.

4.3 Asia Pacific

LOCATION	AVAILABLE LANGUAGE ¹	LOCAL COVERAGE IN LANGUAGE (EXCLUDES HOLIDAYS) ²	NUMBERS FOR STANDARD H/W WARRANTY SUPPORT ³
Emerson Network Power Avocent Products and Services , 151 Lorong Chuan, Lobby D, #05-04, new Tech Park, Singapore 55674			
Australia	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	1-800-614-901
New Zealand	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-451280
India	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	000.800.001.6151
Hong Kong	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	800-966-160

LOCATION	AVAILABLE LANGUAGE ¹	LOCAL COVERAGE IN LANGUAGE (EXCLUDES HOLIDAYS) ²	NUMBERS FOR STANDARD H/W WARRANTY SUPPORT ³
Korea	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	00-798-14- 800-7879
Taiwan	Mandarin	Mon-Fri 9:00 a.m. to 5:30 p.m.	00801-13- 6091
Singapore	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	800-120- 5307
Malaysia	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	1 800-814- 844
Thailand	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	1 800-12- 066-6732
Indonesia	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	007803-011- 0248
Vietnam	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	120-11066
China	Mandarin	Mon-Fri 9:00 a.m. to 5:30 p.m.	4001-202135

LOCATION	AVAILABLE LANGUAGE ¹	LOCAL COVERAGE IN LANGUAGE (EXCLUDES HOLIDAYS) ²	NUMBERS FOR STANDARD H/W WARRANTY SUPPORT ³
Japan	Japanese	Mon-Fri 9:30 a.m. to 6:00 p.m.	0066-33-813454

Support Numbers can be called during Local Hours as shown.

¹ Additional languages may be available during specific hours.

² Silver / Standard Warranty / Out-of-Warranty support will be unavailable during local in-country holidays.

³ For gold level hardware and software maintenance plans, 24/7 English-only support can be obtained by calling the local support number.

5.0 AVOCENT HARDWARE WARRANTY AND MAINTENANCE BENEFITS

	LIMITED	SILVER	GOLD
Term Length (Maximum of 4 years)	2 years with product registration ¹	1 year, 2 year, or 4 years ²	1 year, 2 year, or 4 years ²
Telephone Access	Access (8/5)	Access (8/5)	Anytime Access (24/7)
Hardware Replacement	Return to Factory - 10- to 14-day RMA post receipt of failed unit	Advanced Replacement - Next-business-day RMA ⁴	Advanced Replacement - Next-business-day RMA ⁴
Response Time	Within 24 hours	Based on Severity level ³ : 1, 2 = 4 hours 3, 4 = 12 hours	Based on Severity level ³ : 1, 2 = 2 hours 3, 4 = 8 hours
Follow Up Time	Within 5 days	Based on Severity level ³ : 1 = Every 8 hours 2 = Every 2 days 3, 4 = Every 5 days	Based on Severity level ³ : 1 = Every 4 hours 2 = Daily 3, 4 = Every 3 days
Media Retention	Option not available	Option not available	<ul style="list-style-type: none"> Available for Gold customers Separate SKU (Avocent® SwitchView SC switch, Avocent® Universal Management Gateway appliance)

¹ Government and European customers excluded.

² HMX extender system and AMX™ switch excluded in 4 year offering.

³ See detailed Severity table below.

⁴ Reasonable efforts will be made to ship same day for requests received by 2:00 p.m. Circumstances such as customs, duties, tariffs and receipt mechanisms at customer locations may affect actual delivery time.

5.1 RMA Details

- Advanced Replacement (Offered with Silver or Gold maintenance agreement): The customer receives a next-business-day replacement unit prior to shipping the failed unit to Avocent.
- Advanced Replacement with Media Retention (Only offered in conjunction with a Gold maintenance agreement): The customer keeps the dead unit and sends a certificate of destruction within a set period of time.
- Next Steps: Contact your Avocent sales rep for SKUs, pricing and additional information.

6.0 AVOCENT SOFTWARE WARRANTY AND MAINTENANCE BENEFITS

	SILVER	GOLD
Term Length ¹	1 year or 2 year options	1 year or 2 year options
Telephone Access ²	Limited Access (8/5)	Anytime Access (24/7)
Response Time ³	Based on Severity level: 1, 2 = 4 hours 3, 4 = 12 hours	Based on Severity level: 1, 2 = 2 hours 3, 4 = 8 hours
Follow Up Time ³	Based on Severity level: 1 = Every 8 hours 2 = Every 2 days 3, 4 = Every 5 days	Based on Severity level: 1 = Every 4 hours 2 = Daily 3, 4 = Every 3 days
Technical Contacts ⁴	3	6

¹Start date is date of purchase

² 8/5 (English, French, German Mandarin & Japanese); 24/7 (English in all GEOs)

³ Start date is date of purchase

⁴ Technical contacts are qualified customer contacts that will be authorized to open support incidents and interact with Technical Support.

NOTE: Please note that all response times and follow-up times are estimates only. Avocent will use its best efforts to meet the noted times but makes no guarantee or warranties with respect to such response times and follow-up times. Avocent's ability to resolve some software issues or triage an issue that may need engineering to resolve, may require remote access to the software environment. Failure to provide remote access may result in a delay or lack of a resolution for the reported issue.

7.0 ADDITIONAL DETAIL OF SEVERITY

SEVERITY	DESCRIPTION	EXAMPLES
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 workaround available. Operations can continue in a limited fashion. * Does not cause direct revenue loss.	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 workaround. Inconvenience.	Minimal affect to productivity. A problem that affects an individual user but there is an alternative.
4	No loss of service. Request for information.	'How To' questions, requests for information.

8.0 REQUESTING A NEW SYMBOL

To request a new symbol:

1. Log into symbolsorder.VertivCo.com with your Customer Account Login ID. (In order to have a symbols account created, a customer will need to submit a request to Technical Support. After maintenance is validated, the customer will be delivered the credentials for the new account).
2. Check to make sure that the symbols you are requesting are not in the current library.
3. Enter the required information, detailed below.
4. Attach any documents and photographs to the original ticket request.

The following fields marked with an asterisk (*) are required to begin the research process:

- *Manufacturer Name
- *Model Number
- Serial number
- *Device Type
- Mounting Type
- Dimensions – Height x Width x Depth (in this order)
- Racks/Cabinets
 - Number of Units
 - Internal Rail Size
- Patch Panels
 - Number of Ports
 - Port Numbering - Uses manufacturer's values, otherwise:
- Three-digit Avocent Port Identification Number 001, 002, 003.... left to right, top to bottom, continuing on rear of device, or numbered as indicated on device. If some are numbered and others are not, the numbers indicated will be identified and those not marked will follow the default pattern. Three digits is the maximum character field.
- Any duplication of numbering will be created with a letter in front of the number (for example, 01, 02, 03 must be duplicated in the front and back of a device; Avocent's number schema will reflect as A01, A02, A03...and B01, B02, B03 ...)
- Slot Numbering - Uses manufacturer's values, otherwise:
 - Two-digit Avocent Slot identification number
 - 01, 02, 03. Left to right, top to bottom, continuing on rear of device, or numbered on the device.
 - If some are numbered and others are not, the numbers indicated will be identified and those not marked will follow the default pattern.
- Slot Name – Slot name uses manufacturer's values, otherwise:
 - EXPANSION 1, 2. Also can be lettered, A, B, C.
- Receptacles – Receptacles use manufacturer's values, otherwise:
 - Numbered sequentially
 - Three phase will have 3 legs, these can be split 1 leg per receptacle, two legs to receptacle, three legs to receptacle or combination of the three
 - Cards – List device manufacturer, model number and type of equipment that the card will be used with.

8.1 Generic Symbols

Generic symbols will be used as place holders when documentation cannot be found to properly produce the symbol requested.

To request a new generic symbol:

1. Log into symbolsorder.VertivCo.com using your Customer Account Log-In ID.
2. Check that the symbols you are requesting are not in the current library. In the Symbol Library, generic symbols are listed with Avocent as the Manufacturer and the Model Number as "Device Name" (for example, Server).

To research existing generic symbols:

1. Query the Symbol Library. The query provides you with the Model Information which identifies the dimensions for each device.
2. When searching for racks and cabinets, use the Rack Unit field to identify the number of units required.
3. Enter the following required information.
 - Manufacturer Name = Avocent
 - Model Number = Device Type (server, controller, modem, etc.)
 - Racks & Cabinets
 - List: Number of Rack Units
 - List: Internal Rail Size
 - List: Height x Width x Depth (in this order)

Customers may check the manufacturer's web site to confirm that a model number is valid. If additional information is required, a Symbol Engineer will contact the customer.

Each customer is assigned a Symbol Engineer. Customers are notified during Symbol Orchestrate of the Symbol Engineer assigned to them.

8.2 Checking the Status of a Symbol Request

To check status of a symbol request, follow these steps:

1. Log into symbolsorder.VertivCo.com with your Customer Account Log-In ID.
2. On the Symbols main menu, click *Request List*. The Request List appears with all your symbols requests.
3. Refer to the Status column next to each request.

For an explanation of statuses, refer to the following information:

- New – The request is in the customer queue. Click the *Submit* button to submit the request.
- Awaiting Taker for Review & Research – The symbol has not yet been taken by a Symbol Engineer.
- Avocent Requires Additional Information – Pending additional information from customer. Click the *Resubmit* button to send back the request.

NOTE: Pending symbols requests will be closed after 30-days if additional information is not provided to create the symbol by the customer or vendor. All closed requests can be resubmitted once all the relevant information has been submitted to Avocent.

- Awaiting Research Confirmation – Customer has provided additional information.
- Currently In Research And Review – Currently in review of front, rear views and physical and environmental specifications.
- Awaiting Drawing Services Assignment – Research has been completed. Pending distribution of Drawing Services Engineer.
- Awaiting Symbol Production – The symbol is currently being manufactured.
- Awaiting Symbol QA – Quality assurance has begun.
- Symbols Ready For Download – The symbol has been completed and is pending download by the customer.
- Closed – The symbol has been downloaded and the request has been closed.

9.0 PROFESSIONAL SERVICES

Installing and deploying your IT assets in an efficient, effective and productive manner can help maximize your return on investment. Vertiv provides a comprehensive range of deployment services for planned installation of your purchased equipment, and extended assistance to fine-tune your system configuration. Our deployment programs provide you with the expert knowledge and resources to reduce your installation and implementation time. Key benefits of these programs include:

- Vertiv expertise – Dramatically reduce risk of installation error.
- Minimize disruption – Minimize disruption to your business by using proven methodologies and best practices to speed up the installation process.
- Free up internal resources – Let Vertiv handle the installation for you. Use your resources where they are most needed, supporting your IT strategic business requirements.
- Return on investment – The combination of benefits can help you realize the full potential of your Vertiv solution and maximize your return on investment.

Our deployment program process includes a Statement of Work (SOW), developed as a collaborative effort between Vertiv and the customer, which describes the specific tasks, scope of work, and deliverables for each project.

9.1 Current Programs

9.1.1 Site Survey

Vertiv provides planning services that include asset and configuration documentation as well as suggestions for improving operating efficiency when appropriate.

9.1.2 Remote configuration and support for installations

Online delivery of configuration settings and pre-scheduled telephone support for installations. This service is intended for customers that have physically installed the Avocent products and need assistance in configuring the products to their environment.

9.1.3 Implementation

On-site physical installation of newly purchased Avocent equipment. Configuration of network parameters, local devices, software installation and configuration of administrative and server parameters tailored for optimum performance within your environment.

9.1.4 Custom Implementation

- Hardware and software upgrades
- Re-installation
- De-installation
- Migration
- Integration

Install the latest version of DSView® management software and/or product firmware. Integrate the DSView software solution with your existing applications using the DSView Software Development Kit (SDK).

9.2 Concurrent training

On-site hands-on training is available to show you how to maximize the potential of your newly implemented Vertiv solution.

10.0 AVOCENT END OF LIFE POLICY

All products reach an end point in their life cycle for various reasons. Vertiv® Products and Services recognizes that the End-of-Life (EOL) milestone affects customers' plans for Avocent products in their data center. With this in mind, we have defined Vertiv Products and Services EOL policy to assist customers in their planning and transition to newer Avocent products and technologies.

This EOL Policy applies to EOL announcements for all Avocent products. This policy does not apply to products that were previously subject to EOL covered by a previous policy.

The general policy guidelines are as follows:

- Vertiv will make reasonable effort to notify its customers with an EOL announcement with enough time to plan. These notices will appear on the applicable product pages on www.VertivCo.com.
- Access to Vertiv's technical support center under standard terms and conditions will be available for two years after the EOL date, or for the remainder of the standard warranty period.
- Access to Vertiv's technical support center will be available on a best-effort basis from between two to four years after EOL. Repair or replacement of defective products may not be viable during this period, and an alternative product/solution will be recommended in these instances.
- Vertiv is not obliged to grant access to the technical support center four years or more after EOL. Vertiv will make reasonable effort to recommend an alternative Vertiv product or solution and will provide access to the local Vertiv sales representative for pricing.
- Vertiv will honor and support any hardware maintenance plans purchased prior to the EOL announcement for the full duration of the maintenance plan.
- Vertiv is not obliged to add support for any new third-party hardware or software after the EOL date. During the first two years after the EOL date, Vertiv will provide reasonable effort to support peripherals or software that was supported at or before the EOL date.
- Vertiv will not be obliged to update any agency certifications after the EOL date. Agency certification changes may be supported as long as the hardware will support the certification without change.
- For the period up to two years after the EOL date Vertiv will only develop code patches for the last version of code supported at the EOL date and one major version older.

10.1 Standard Guideline for EOL Milestones

MILESTONE	END-OF-LIFE ANNOUNCEMENT	DAY 0, EOL DATE	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
EOL notice period	X						
Purchase new/renew maintenance agreements	X	X					
Hardware repair or replacement	X	X	X	X	X	X	
Technical support access	X	X	X	X	X	X	
Third-party HW and SW support	X	X	X	X			
Agency certifications	X	X					
Code patches	X	X	X	X			
X Fully Supported							
X Best effort / limited support							

11.0 RETURN MATERIAL AUTHORIZATION

Vertiv Technical Support has established the following guidelines in order to clarify Vertiv's warranty and return material authorization (RMA) practice.

CATEGORY	TECHNICAL SUPPORT	ACTION	SHIPPING CONDITIONS	WARRANTY FOLLOWING
Non-Contracted Customers				
Dead on arrival (within 30 days of purchase) ¹	Best effort, next available Level 1 standard support technician	Advanced replacement	Vertiv pays for shipping costs both ways (expedited shipping) ^{5, 7, 8}	Remaining warranty applicable
Standard warranty ² (between 30 days and two years from purchase date)	Best effort, next available Level 1 standard support technician	Free repair or replacement after receipt of faulty unit (standard shipping)	Customer pays to send us the faulty unit. Vertiv pays to ship replacement (standard shipping) ⁶	Remaining warranty applicable
Out of warranty ^{2, 3} (after two years from purchase date)	Best effort, next available Level 1 standard support technician	Chargeable repair or replacement at 30% of current list price, after receipt of faulty unit) ⁴	Customer pays to send us the faulty unit. Vertiv pays to ship replacement (standard shipping) ⁶	12-month warranty on repaired component
Contracted Customers				
Hardware Support Silver	8/5 Customer Support	Advanced replacement	Customer pays to send us the faulty unit. Vertiv pays to ship replacement (standard shipping) ^{6, 7}	Remaining Contract Applicable
Hardware Support Gold	24/7 Customer Support	Advanced replacement	Customer pays to send us the faulty unit. Vertiv pays to ship replacement (standard shipping) ^{6, 7}	Remaining Contract Applicable

¹ End-user proof of purchase must be provided; otherwise, Vertiv will only consider a unit dead on arrival (DOA) when it has failed within 60 days from factory shipment date.

² Replacements or repairs typically require between 10 and 14 business days upon arrival of the faulty unit at Vertiv's facility.

³ Out-of-warranty replacement or repair available for the same or similar model when the material is less than two years end of life (EOL); best effort when it has been EOL between two and four years. If the material has been EOL for more than four years, the customer will be advised to purchase an alternative product.

⁴ The repair fee excludes any applicable taxes, such as value added tax (VAT).

⁵ Vertiv pays for customs import duties (delivery duty paid).

⁶ Customs or import duties will be borne by the receiving party (delivery duty unpaid).

⁷ For requests received prior to 2:00 p.m. local time on a normal business day, Vertiv will make a reasonable effort to ship out replacements on the same day.

⁸ Vertiv reserves the right to charge the current list price for non-returned units.

11.1 RMA Shipping Locations

US

Vertiv Corporate Headquarters
Attn: RMA Department
4991 Corporate Drive
Huntsville, AL 35805

EMEA

Avocent International
RMA XXXXXXX
Avocent House Shannon
Co Clare
Ireland
Attn: Fintan Holden:
Contact: + 353 61 715197

APAC

Vertiv Asia Pacific Pte Ltd
C/O GKE Warehouse & Logistics Pte Ltd
30 Pioneer Road, Warehouse Level 3
Singapore 628502

Attn: Mr. Chian Heng Lai
Direct contact: +65 6308 8625 & +65 6308 8676

For support phone numbers, please go to: <https://www.vertivco.com/en-us/support/warranty/it-management-hardware-support-contacts/>.

12.0 AVOCENT LIMITED WARRANTY

Vertiv Technical Support warrants to the original retail purchaser that this product is and will be free from defects in materials and workmanship for a period of 24 months from date of purchase. During the warranty period, the purchaser must promptly contact Vertiv Technical Support for assistance to report a unit failure.

12.1 Product Return Procedure

To return a product to Avocent for replacement:

1. The customer must contact Vertiv Technical Support to log a support request by first signing in or joining our community site.
2. A qualified technician will troubleshoot the issue.
3. If it is a hardware defect, the technician will forward an Avocent RMA form (which must be completed by the requester) with the following details:
 - Product code(s)
 - Quantity
 - Serial number(s)
 - Avocent purchase order, sales order or invoice number (mandatory if no serial number can be given)
 - Full description of defect and troubleshooting completed
 - Company name and shipping address
 - Contact person name and telephone number for shipping purposes

NOTE: If the unit is covered by an Avocent Hardware Support Contract, please highlight that information to the Avocent technician so that the request will receive priority.

4. Once the completed form has been received, an RMA number will be issued and sent to the customer by a Technical Support Representative within 24 hours (Monday to Friday), if the warranty can be validated appropriately.
5. The customer must pack the faulty unit securely and write the RMA number on the outside of the box.
6. If the unit is covered by under DOA, Vertiv will organize the pickup of the faulty product. Otherwise, it will be the customer's responsibility to ship it to the appropriate Avocent location.
7. The support request ticket will be closed, but the RMA process will remain open. If an update is required, the customer should contact Vertiv Technical Support with the RMA number for more details.

NOTE: If the faulty unit is a non-enterprise product (for example, SwitchView™ switches, LongView™ extenders, AutoView™ switches and so on) and was bought in EMEA through a Broadliner, the customer should contact the point of purchase to receive a replacement unit. In this case, the customer will need to provide the Avocent support ticket number as proof that troubleshooting has been completed.

13.0 OUT-OF-WARRANTY REPAIRS OR REPLACEMENTS

If the customer does not have existing payment terms with Vertiv, he or she will be required to prepay. The faulty unit will only be repaired or replaced and returned to the customer once payment has been received, unless Vertiv has authorized other payment terms prior to the RMA.

Payment methods available:

- In the US: credit card (VISA/MC/AMEX in USD) or corporate or cashier's check
- In EMEA: Bank draft (in EUR, GBP or USD) or bank transfer(in EUR, GBP or USD)

NOTE: The customer must provide the EU VAT number and registered address; otherwise VAT will be added to the repair fee. The invoice will be sent to the customer with the repaired or replaced unit.



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