



ENTERPRISE

Unity EdgeConnect Warranty and Renewable Hardware Maintenance Policies

Quality and Value Backed by Silver Peak

Silver Peak hardware warranties and maintenance options are designed to maximize the return from customer's Unity EdgeConnect™ SD-WAN edge platform investments.

EdgeConnect Hardware Warranty

Silver Peak Unity EdgeConnect physical appliance purchases include a one (1) year warranty against any hardware defects in material, quality, and performance to applicable published specifications. Silver Peak makes the determination as to the existence and cause of any alleged defect. As part of this warranty, Silver Peak takes responsibility for and reserves the option to either replace or repair the defective product or refund the purchase price for the product. The initiation of the replace/repair process must first be authorized by Silver Peak and can be initiated by contacting Silver Peak support and requesting a Return Merchandise Authorization (RMA) for the specific appliance.

The standard EdgeConnect one year warranty supports hardware replacement or a refund however, it requires the return of the defective product

before the replacement or refund can be processed. Customers requiring a faster response time can purchase an optional Renewable Hardware Maintenance contract that includes Advanced Replacement service for failed hardware.

EdgeConnect Renewable Hardware Maintenance Options

Silver Peak offers an Advance Replacement capability as part of an optional Renewable Hardware Maintenance offering. While under Hardware Maintenance, customers have access to the Technical Assistance Center (TAC) for any hardware related issues, as well as Advanced Replacement service for failed hardware.

The Renewable Hardware Maintenance Advanced Replacement service entails shipping replacement hardware the same day a failure is reported with a Priority or Next Business Day carrier, if the failure

is diagnosed and confirmed by Silver Peak global support by 12:00 noon, local time of the supporting depot. This same day shipment capability is offered in many countries within reach of our globally positioned depots. Beyond these countries, Silver Peak dispatches replacement hardware from the nearest depot, using the fastest standard service available. This process entitles the customer to continue receiving RMA services, with the same-day shipment policy for each year the maintenance service is extended, for a maximum of 5 years from the initial hardware purchase.

Renewable Hardware Maintenance options are available for all Silver Peak EdgeConnect appliances (EC-US, EC-S, EC-XS, EC-M, EC-L and EC-XL). However, Renewable Hardware Maintenance is not available for pluggable or field-replaceable optical transceiver modules.

Renewable Hardware Maintenance Terms

Optional Renewable Hardware Maintenance may be purchased for 1, 2, 3, 4, or 5-year terms. Renewable Hardware Maintenance may be purchased concurrent with the original purchase of EdgeConnect hardware appliances. If the full 5-year coverage term is not purchased initially, additional years of Renewable Hardware Maintenance may be purchased up to a maximum of 5 years of coverage.

Pricing and Renewable Hardware Maintenance Ordering

Please consult your Silver Peak sales representative or partner for pricing and ordering information.



Company Address

Silver Peak Systems, Inc
2860 De La Cruz Blvd.
Santa Clara, CA 95050



Phone & Fax

Phone: +1 888 598 7325
Local: +1 408 935 1800



Online

Email: info@silver-peak.com
Website: www.silver-peak.com

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