

Avocent® Hardware Maintenance Offerings

Maximizing availability to ensure the Avocent solution is always up to date



Dedicated to providing the best coverage for Avocent products and solutions.

Avocent hardware maintenance offering is available in Gold Coverage and Silver Coverage for one-, two- or four-year periods. The standard warranty is 90-days but extends to 2 years with product registration. The hardware maintenance includes return material authorization (RMA) and phone support that varies by coverage. Hardware maintenance offers product updates, extended tech support, and expedited product returns for ACS, AMX™, AutoView™, HMX, LCD trays, LongView™, MergePoint Unity™, PM PDUs, SwitchView™, SwitchView Secure and Avocent Universal Management Gateway (UMG).

- Gold Coverage – 24/7 coverage of your hardware, next business day RMA
- Silver Coverage – 12/5 coverage of your hardware, next business day RMA
- Standard 2 Year Warranty (requires registration within 90 days) – 8/5 coverage of your hardware, 10-14 day RMA post receipt of failed unit

PROGRAM OVERVIEW

	LIMITED	SILVER	GOLD
Term Length <i>Coverage eligibility from purchase date</i>	2 years with product registration	1 year, 2 year, or 4 year ¹	1 year, 2 year, or 4 year ¹
Telephone Access	Limited Access (8/5)	Priority Access (12/5)	Anytime Access (24/7)
Hardware Replacement	Return to Factory – 10-14 day RMA post receipt of failed unit	Advanced Replacement – Next business day RMA	Advanced Replacement – Next business day RMA
Response Time	Within 24 hours	Based on Severity level ² : 1,2 = 4 hours 3,4 = 12 hours	Based on Severity level ² : 1,2 = 2 hours 3,4 = 8 hours
Follow Up Time	Within 5 days	Based on Severity level ² : 1 = Every 8 hours 2 = Every 2 days 3, 4 = Best Effort	Based on Severity level ² : 1 = Every 4 hours 2 = Daily 3, 4 = Weekly
Media Retention	Option not available	Option not available	<ul style="list-style-type: none"> • Available for Gold customers • Separate SKU (Secure/UMG only)

¹ HMX and AMX excluded in 4 year offering

² See detailed Severity table on page 2

Customer Support and Maintenance



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ADDITIONAL DETAIL OF SEVERITY

SEVERITY	DESCRIPTION	EXAMPLES
1	Complete loss of service for all users. Causes direct revenue loss. <i>* Combined hardware value is greater than \$2,500</i>	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. <i>* Does not cause direct revenue loss.</i>	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.

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):

You keep the dead unit and send a certificate of destruction within a set period of time

Next Steps:

Contact your Avocent sales rep for SKUs, pricing and additional information.

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