



Appro Warranty and Service Options

Appro Service Options offer upgraded service levels to extend and expand your standard product warranty with easy-to-buy, easy-to-use support packages that help you make the most of your hardware investments. They let you choose the support levels that meet your business requirements, from basic to mission-critical. Appro warranty and service options can be purchased along with Appro products to cost-effectively upgrade or extend your warranty.

Why purchase an Appro Warranty and Service?

Your standard warranty protects against product defects. Appro Warranty Service options help you guard against downtime, which can reduce your productivity and profitability. These convenient service packages:

- Protect your investment in Appro products
- Provide consistent, predictable levels of support across your entire department or business
- Ease budget planning with fixed-cost support that includes parts and labor
- Give you direct access to proven technical and problem-solving expertise
- Offer a choice of response-time and repair-time commitments
- Deliver prompt, measurable results
- Reduce down time

You can choose from a full portfolio of fixed-price packages:

1. Appro Third-Year Extended Warranty Option

2. Rapid Exchange Service

3. On-site Maintenance Services

A. 8/5 Help Desk with Next Business Day (NBD) On-Site Response (Site's local time)

B. 24x7x365 Help Desk with Next Business Day On-Site Response

C. 24x7x365 Help Desk with Same Day 4-Hour On-Site Response

4. Installation Services

A. On-site installation

B. Custom Cluster-Ready Rack Installation

1. Appro Third-Year Extended Warranty Option

The Standard Limited Warranty can be extended from two (2) years to three (3) years at an optional cost. All terms, conditions and coverages will remain the same as the original warranty.

2. Rapid Exchange Service – Advance Exchange of Parts (US and Canadian customers only)

Replace failed hardware components quickly and conveniently with Appro Services' reliable Rapid Exchange service. This easy-to-use Appro extended warranty service gives you a convenient and cost-efficient alternative to onsite repair for Appro products. Rapid Exchange Service is particularly suitable for products that do not carry critical data, or in instances when your data can readily be restored from back-up devices.

Service Include:

- Technical help desk support is available between the hours of 8:00 AM to 5:00 PM Pacific Time, Monday through Friday, excluding holidays.
- Under normal circumstances, for calls received before 3:00 PM PST, Appro will provide to the end user, new or reconditioned as new replacement components shipped that same day via overnight shipment delivery. However, same day shipment cannot be guaranteed based on availability of components. Appro has responsibility of recovering defective parts. Appro would reserves the right to invoice the end user for defective parts not returned within fourteen (14) days.
- Calls received after 3:00 PM local time may not be handled for same day Rapid Exchange shipment because of the time required dispatching parts. Appro will do everything in its power to ship same day replacement on all calls post 3:00 PM.
- APPRO is not responsible for, nor warrants your replacement parts or hardware product against, damage resulting from improper installation of replacement parts or the repair of your defective product by you or your designate.

3. On-Site Maintenance Services

A. 8/5 Help Desk with Next Business Day (NBD) on-site Response - Nationwide Service

Increase equipment availability and productivity with fast-response onsite and remote support for your Appro hardware equipment. Appro will respond to the end-user location as soon as possible and no later than the next business day.

Service Include:

- Technical help desk support is available between the hours of 8:00 AM to 8:00 PM Eastern Time, Monday through Friday, excluding holidays.
- On-site hours of coverage of 8:00 AM to 5:00 PM site's local time, Monday through Friday, excluding holidays.
- The telephone response time is one hour to the end user and the on-site response time is next business day.
- If spare parts are required, they will be shipped overnight via premium airfreight to your location.
- Appro pays shipping charges - for replacement components.

B. 24x7x365 Help Desk with Next Business Day (NBD) on-site Response

Increase equipment availability and productivity with high-quality onsite and remote support for your Appro hardware equipment. Your coverage includes onsite Hardware Support and over-the-phone Software Support with service hours ranging to 24x7.

Service Include:

- Technical help desk support available around the clock, 24 hours per day, 7 days per week.
- If call takes place after standard services hours (8 AM to 8 PM Eastern time), the call is answered via an automated attendant which electronically notifies one of our 24X7 technical support staff.
- The 24X7 technical support person will respond within one (1) hour telephone response to the customer call. This is measured, monitored and guaranteed.
- 24X7 Services are responded to onsite the next business day.
- Appro pays shipping charges - for replacement components.

C. 24x7x365 Help Desk with Same Business Day 4-Hour on-site Response

Responsive service coverage available whenever you need it. Increase equipment availability and productivity with round-the-clock onsite and remote support for your Appro hardware.

Service Include:

- Technical help desk support available around the clock, 24 hours per day, 7 days per week.
- If call takes place after standard services hours (8 AM to 8 PM Eastern time), the call is answered via an automated attendant which electronically notifies one of our 24X7 technical support staff.
- The 24X7 technical support person will respond within one (1) hour telephone response to the customer call. This is measured, monitored and guaranteed.
- The telephone response time is one hour to the end user and the on-site response time is 4-hours Same Business Day.
- A permanent replacement component is shipped overnight via premium airfreight to your location.
- Appro pays shipping charges - for replacement components.
- Replacement components are new or refurbished to like-new condition.
- Appro will provide end-user with a list detailing the spare parts that should be available to improve the probability of problem resolution on the first on-site visit.

Contacting APPRO

- In the United States and Canada, refer to the APPRO website at www.appro.com
- Toll-free customer support in the United States and Canada
- 1.800.927.5464

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