

# Standard Warranty Service Program

## Service Highlights

- 90-day phone support and software updates
- 30 days advanced hardware replacement shipped prior to return of failed unit
- Hardware repair service

A10 Networks® provides a variety of support services designed to ensure that your A10 Networks systems install quickly, configure easily, and operate reliably in your network. A10 Networks offers Standard Warranty and four levels of maintenance programs to provide hardware, software and technical support services: Standard Warranty, Basic Support, Basic Plus Support, Gold Support, and Platinum Support coverage can be purchased with your A10 products. Coverage for A10 products under the **Standard Warranty Service Program** is described below.

## Phone Support – 90 days from date of purchase

During the 90-day Software Warranty period, phone support is offered 5 days per week (9:00 a.m. to 6:00 p.m. local time, Monday through Friday, except holidays). A10 Technical Support personnel will decline to support requests outside the specified hours.

Access to Technical Support under the Standard Warranty Service Program period is on a commercially reasonable basis and A10 Networks will make every reasonable effort to provide fast and efficient service. Contact A10 Networks Technical Support at +1 (408) 325-8676 (International) or +1 (888) TACS-A10 (North America toll free).

## Software Updates – 90 days from date of purchase

Software Updates for system software and Software Products released by A10 Networks within 90 days of your purchase of an A10 product are available by contacting A10 Networks Technical Support. System Software Updates include applicable minor releases (e.g. Release 2.7.1 to 2.7.2) to the A10 Networks family of products as well as major feature releases (e.g. Release 3.0 and 4.0). Customer must have access to the Internet for Web Browser downloads as directed by Technical Support.

Software Updates released after the initial 90-day warranty period are available only through purchase of a Standard, Gold, or Platinum support contract.

## Advanced Hardware Replacement Service – 30 days from date of purchase

In the event of a hardware system failure, during the first 30 days of ownership, Advanced Hardware Replacement allows the customer to request that a replacement unit be shipped prior to the return of the failed unit. This service requires a Phone Support or email evaluation of the failed system by Technical Support personnel, and the issuance of a Technical Support RMA (Return Material Authorization) number. RMAs that are received by A10 before 12:00 pm (noon) local time will be shipped to the customer that same business day whenever possible via next-business-day delivery. If the issuing depot is located in a different country from the A10 destination site, then it is possible that the international customs office could introduce further delays. Currently, A10 has logistics depots covering all major geographical regions with additional sites being added soon.

### Register Your Products

Register your A10 products to obtain access to A10's Support Portal. Registered customers with valid standard warranty or support contract coverage have access to the latest documentation, firmware updates, and technical support information.

A10 Networks must receive the failed unit within 14 days after issuance of the RMA to avoid replacement charges, billed at the then current list price of the unit including installed options.

### Hardware Repair Service – After 30 days through 90 days from date of purchase

In the event of a hardware system failure past the first 30 days but within the first 90 days of ownership, the unit either will be repaired or, at A10 Networks' option, replaced with a new or reconditioned unit of equal or better value. This service requires a Phone Support evaluation of the failed system by A10 Networks Technical Support personnel, and the issuance of a Technical Support RMA number. The Customer must ship the failed unit, pre-paid, to A10 Networks. The RMA number must be clearly indicated on the box and shipping papers. Failure to do so will result in delays. A repaired or replacement unit will be shipped at A10 Networks' expense within 10 business days after receipt of the failed unit.

### Contact Us

For more information, please contact your A10 Networks sales representative. You can also visit our website at [www.a10networks.com](http://www.a10networks.com) or call us at +1 (408) 325-8668 (International) or +1 (888) A10-6363 (North America toll free).

The terms and conditions governing your warranty on A10 Networks products are located on the warranty page (see below). Such terms and conditions supersede all other terms, unless otherwise agreed by A10 Networks.

### About A10 Networks

A10 Networks is a leader in application networking, providing a range of high-performance application networking solutions that help organizations ensure that their data center applications and networks remain highly available, accelerated and secure. Founded in 2004, A10 Networks is based in San Jose, California, and serves customers globally with offices worldwide. For more information, visit: [www.a10networks.com](http://www.a10networks.com)

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To discover how A10 Networks products will enhance, accelerate and secure your business, contact us at [a10networks.com/contact](http://a10networks.com/contact) or call to speak with an A10 sales representative.