

# ATTO Technology Warranty Programs

ATTO Technology, Inc. warranty programs enable solutions providers to create comprehensive service contracts that meet the service-level agreement requirements of end users.

ATTO's strength lies in the experience and expertise of our personnel, and in our team approach to providing timely technical support and problem solving. The customer support you have come to expect from ATTO is now available in an extended warranty program that ensures your valuable assets are protected.

## GLOBAL COVERAGE AVAILABILITY

- World-Wide Support
- ATTO Products Included in Program
  - XstreamCORE Storage™ Controllers
  - FibreConnect™ 8300/1600 Switches
  - FibreBridge™ 6500 Bridges

## STANDARD WARRANTY

Every unit shipped includes a minimum of 1 year support. The chart below provides specific details by product line.

	Storage Controllers & Bridges	FibreConnect Switches
<b>Standard Warranty</b>	2 Years	1 Year
<b>Returns</b>	30 Days	
<b>Technical Support</b>	M - F 8 AM to 8 PM EST	
<b>Repair/Replacement</b>	5 - 10 days from time of receipt of defective material	
<b>Software Updates</b>	Unlimited	

## EXTENDED WARRANTY

ATTO provides customers with an option to extend product coverage for a total of five years. Customers are eligible to upgrade their existing standard warranty up to 30 days prior to expiration, not to exceed a total of five years.

Part #	Descriptions	Years	MSRP
SER1-WAR5-000	Extended warranty for ATTO appliance products (storage controllers, bridges & switches)	Five years total	\$1495
SER1-APRS-000	Extended warranty advanced replacement for ATTO appliance products	Five years total	\$1995

	Storage Controllers and Bridges	FibreConnect Switches
<b>Extended Warranty</b>	Five Years	Five Years
<b>Advanced Replacement</b>		
<b>Returns</b>	30 Day s	
<b>Technical Support</b>	M - F 8 AM to 8 PM EST	
<b>Replacement</b>	Replacement unit or part ships overnight next business day	
<b>Software Updates</b>	Unlimited	

## ADVANCED REPLACEMENT WARRANTY

Advanced replacement allows customers to receive replacement product prior to shipping back defective products to ATTO with a valid Advanced replacement support program.

## RETURNS

Products may be returned with an approved RMA within 30 days of original product shipment. Customer is responsible for return shipping costs as well as items lost or damaged. Credits will only be approved upon receipt of undamaged product.

Part #	Descriptions	Years	MSRP
SER1-WAR5-000	Extended Warranty for ATTO appliance products (storage controllers, bridges & switches)	Five years total	\$1495

## TECHNICAL SUPPORT

ATTO's goal is to provide customers with the quickest possible response for their technical support needs. Our website provides important troubleshooting information, instructional videos and tips to help answer your questions and concerns. Visit <https://www.attotech.com/support/>

ATTO's highly qualified and experienced team can be reached via phone or email:

- 716-691-1999 ext 242
- techsupp@attotech.com

## REPAIR/REPLACEMENT

- Customers can submit replacement/repair requests through ATTO's Technical Support team
- Approved RMA required prior to shipping defective product back to ATTO
- ATTO will provide confirmation of approval within 1 - 2 business days from confirmation of receipt of request
- Customer is responsible for return shipping costs as well as items lost or damaged in transit. Customer may be responsible for importation costs, brokerage fees, import duties and taxes
- Every effort will be made to ship replacements within 5 - 10 business days of confirmation of receipt of physical product with a valid support program
- Replacement condition will be in new or like new condition
- Replacement/repaired product will be shipped standard two-day business. Delivery times may vary due to customs and regulations that are outside of ATTO's control

## SOFTWARE UPDATES & DOWNLOADS

The latest software and downloads for ATTO products are available on our website <https://www.attotech.com/downloads.php>

## WARRANTY INFORMATION

Products manufactured and sold by ATTO Technology, Inc. ("ATTO") shall be free from defects in material and workmanship. Please contact our Technical Support Team with any questions or concerns. For the latest warranty information visit <https://www.attotech.com/support/warranty.php>