

# Advanced Part Replacement Program

ATTO Technology Inc. warranty and support programs enable solution providers to create a comprehensive service contract that better meets the end-user's service-level agreement requirements.

Our strength lies in the experience and expertise of our personnel and our team approach to timely technical support and problem solving. The type of customer satisfaction you have come to expect from ATTO is now available in an advanced replacement program to ensure your valuable assets are protected to reduce downtime, allowing your business to return to full operation as soon as possible.

## COVERAGE AVAILABILITY

- North America
- Europe

## ATTO PRODUCTS INCLUDED IN PROGRAM

- 7500 & 7550 XstreamCORE Storage Controllers
- 6500 Storage Controllers
- 1600 FibreConnect Switches

## STANDARD WARRANTY

	Storage Controllers	Bridges	FibreConnect Switches
<b>Standard Warranty</b>	2 Years	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		

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

## EXTENDED WARRANTY OPTIONS

ATTO provides customers with an option to enhance and extend coverage for a total of 5 years. Customers are eligible to upgrade their existing standard warranty up to 30 days prior to expiration not to exceed a total of 5 years.

Part #	Descriptions	Years	MSRP
SER1-WAR5-000	Extended Warranty for ATTO appliance products (storage controllers & switches)	5 years total	\$1495
SER1-APR5-000	Extended Warranty Advanced Replacement for ATTO appliance products	5 years total	\$1995

	Storage Controllers	FibreConnect Switches
<b>Extended Warranty Advanced Replacement</b>	5 Year	5 Year
<b>Returns</b>	30 Days	
<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 SUPPORT

Provides the customer with Technical Support 8 am to 8 pm EST M - F excluding holidays. Customers can request technical support via phone at 716-691-1999 ext 242, email or through the Support Web Portal. During holidays or after hours customers can submit their request via the ATTO Support Web Portal for priority support the following business day.

ATTO's goal is to provide you the quickest response possible to your technical support needs. ATTO's website provides important troubleshooting, informational videos and tips to help answer your questions and concerns, visit <https://www.attotech.com/support/>

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Our team of highly qualified and experienced team can be reached via phone or email:

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

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

## ADVANCED REPLACEMENT (AR)

- Allows customers to receive replacement product prior to shipping back defective product to ATTO with a valid AR support program.
- Available when a case is received by 2 PM time (EST) and customer distance from the nearest parts depot is within commercial carrier's standard next-business day delivery area.
- Some restrictions may apply; check availability on ATTO website.
- Next business day advanced replacement is based from the time ATTO has determined a replacement is required and confirmed dispatch with customer.
- Delivery times may vary due to custom and local regulations which are outside of ATTOs control.
- Customers may be responsible for importation costs, brokerage fees, import duties and taxes.
- Replacement product may be refurbished and will carry forward the remainder of the extended warranty.

## RETURNING DEFECTIVE PRODUCT

- The customer is responsible for returning defective product to ATTO Headquarters at 155 CrossPoint Parkway Amherst, NY 14068.
- Customer is responsible for return shipping costs as well as items lost or damaged in transit.
- Customer must provide the shipping tracking number within three weeks of ATTO shipping the replacement product to the customer.
- Shipping tracking information can be provided to our Technical Support team or online Support Portal under established claim.
- ATTO must receive back the defective product within 30 days of ATTO shipping the replacement product to the customer.
- As per the support contract, the customer will be billed for the value of the product shipped if defective product is not returned.