Service Description

NETGEAR® provides advanced remote technical assistance and onsite support for business products, ensuring high uptime and increased productivity.   The Onsite Hardware Replacement program is designed for midsize and small businesses which need to maintain critical network and storage devices, but do not have the necessary in-house IT resources.   The program also allows our channel partners to directly leverage NETGEAR global support network and expertise complementing their own support and services when developing new sales and business opportunities.

Onsite Hardware Replacement Support

NETGEAR, at its discretion, will provide services using a combination of remote technical remediation, advanced hardware replacement and onsite hardware replacement.   In the event of a hardware failure, NETGEAR provides the following support:

• Ship a replacement unit for Next Business Day (NBD)* arrival.

• Dispatch a technician to arrive onsite who will

  o   Back up and copy the configuration files** (if necessary)

  o   Remove the failed unit

  o   Install the replacement unit (including restoring the configuration file)

  o   Test to ensure that the replacement unit is operational

  o   Package the failed unit for pick up

• Coverage & response time: 9 AM – 5 PM, Next Business Day

Calls must be received and replacement authorization must be issued before 2 PM (local time) to receive NBD replacement support. Pre-registration of the products is required to ensure NBD service delivery

**See customer responsibilities on backup of configuration files*

Onsite Hardware Replacement Included with Warranty Coverage

NETGEAR provides three (3) years of NBD onsite hardware replacement as part of the warranty support for select business-class products. Now businesses can maintain critical networks with minimum down time and without the added costs of purchasing extra NBD onsite support.

The products supported by the NBD replacement program include fully managed switches, wireless controllers and select rack mount ReadyNAS® products.

Covered Product Models

Model	Product Description
FSM726-300EUS	PROSAFE® 24-PORT 10/100 L2 MANAGED SWITCH WITH 2 COMBO GIGABIT ETHERNET PORTS
GSM7224-200EUS	PROSAFE® 24-PORT GIGABIT ENTERPRISE CLASS L2 MANAGED SWITCHES
GSM7228PS-100EUS	PROSAFE® 24-PORT STACKABLE GIGABIT POE L2+ MANAGED SWITCH
GSM7248-200EUS	PROSAFE® 48-PORT GIGABIT ENTERPRISE CLASS L2 MANAGED SWITCHES
GSM7252PS-100EUS	PROSAFE® 48-PORT STACKABLE GIGABIT POE L2+ MANAGED SWITCH
GSM7328FS-100EUS	PROSAFE® 24 SFP GIGABIT L3 MANAGED STACKABLE SWITCH
GSM7328S-200EUS	PROSAFE® 24-PORT STACKABLE GIGABIT L3 MANAGED SWITCH
GSM7352S-200EUS	PROSAFE® 48-PORT STACKABLE GIGABIT L3 MANAGED SWITCH
RN12G0620-100EUS	READYNAS 4200 12TB NETWORK STORAGE SYSTEM WITH 10GBE
RN12G1220-100EUS	READYNAS 4200 24TB NETWORK STORAGE SYSTEM WITH 10GBE
RN12P0610-100EUS	READYNAS 3200 6TB NETWORK STORAGE SYSTEM
RN12P1210-100EUS	READYNAS 3200 12TB NETWORK STORAGE SYSTEM
RN12P1220-100EUS	READYNAS 3200 24TB NETWORK STORAGE SYSTEM
RN12S0620-100EUS	READYNAS 4200 12TB 12-BAY 2U RACKMOUNT HIGH-PERFORMANCE STORAGE WITH 10 GE (SFP+)
RN12S1220-100EUS	READYNAS 4200 24TB 12-BAY 2U RACKMOUNT HIGH-PERFORMANCE STORAGE WITH 10 GE (SFP+)
RN12T1210-100EUS	READYNAS 4200 12TB NETWORK STORAGE SYSTEM WITH OPTIONAL 10GBE SUPPORT
RN12T1220-100EUS	READYNAS 4200 24TB NETWORK STORAGE SYSTEM WITH OPTIONAL 10GBE SUPPORT
RNRP4410-100EUS	READYNAS 3100 4TB NETWORK STORAGE SYSTEM
RNRP4420-100EUS	READYNAS 3100 8 TB NETWORK STORAGE SYSTEM
WC7520-100EUS	PROSAFE® 20-AP WIRELESS CONTROLLER
WFS709TP-100EUS	PROSAFE® SMART WIRELESS CONTROLLER
XSM7224S-100EUS	PROSAFE® 10G 24-PORT L2+ MANAGED SWITCH

Availability

The onsite hardware replacement programs are now available in the following countries:

- Austria
- Belgium
- France
- Germany
- Ireland
- Luxembourg
- The Netherlands
- UK

Additional countries may be added in the future.

For more information please visit: http://onsite.netgear.com

Customer Responsibilities

- Provide all necessary information (i.e. serial number, address, phone numbers) required for NETGEAR to deliver timely and professional onsite hardware replacement support.   (This task can be achieved by registering the product with NETGEAR online - https://my.netgear.com/registration/login.aspx

- Assist NETGEAR with diagnostics and troubleshooting steps to identify and pinpoint the problems

- Back up firmware images and configuration files on a regular basis and provide these to NETGEAR tech in connection with the hardware replacement. (Installation guide contains step-by-step instructions on the back up processes)

- Coordinate with NETGEAR to schedule a time for hardware replacement

- Provide a safe and secure work environment for the NETGEAR authorized technician who comes onsite.

NETGEAR®

350 E. Plumeria Drive
San Jose, CA 95134-1911 USA
1-888-NETGEAR (638-4327)
E-mail: info@NETGEAR.com
www.NETGEAR.com