

AVIATRIX CLOUDN APPLIANCE SUPPORT DOCUMENTATION

Thank you for your purchase of the Aviatrix CloudN Device! Faster and more secure cloud networking is now possible. In order to support any issues that you may experience with the appliance during its extended warranty period, the information below outlines the support details and service available from Aviatrix to complement the OEM warranty.

AVIATRIX SOFTWARE SUPPORT SERVICES

Coverage window, 24x7: Service is available 24 hours per day, 7 days per week. (<https://support.aviatrix.com/sla>). Software is licensed separately from the appliance.

CLOUDN HARDWARE WARRANTY

The appliance is provided with a 3-year OEM hardware warranty uplift. This policy is between you and the OEM, however, we will use reasonable efforts for “Device Support” to assist in resolution of an issue. If a fan or power supply fails or is marked for predictive failure, we will ship a replacement fan or power supply as a field replaceable unit (FRU) in accordance with the procedure below and the defective part may be recycled or disposed. For any other diagnosed hardware issues, Aviatrix may coordinate a replacement appliance on your behalf as described below.

HARDWARE SUPPORT

Please contact Aviatrix support by opening a ticket from our support portal at <https://support.aviatrix.com>
Phone: +1 (888) 311-8328

If Aviatrix support determines hardware other than a FRU to be faulty, we will coordinate shipment of a replacement appliance by issuing a return materials authorization (RMA) for return of the original appliance. Please return the defective unit using the replacement appliance shipping materials and include the RMA number. You may be charged for a new appliance if you fail to return the defective unit within 30 days of receipt of the replacement unit in accordance with the RMA.

Replacement appliances are shipped next business day within the United States. Shipping to countries outside of the United States may have lead times of a week or more depending on the destination country and current import lead times. FRU(s) are typically shipped next business day internationally. We do not make any guarantee on delivery timeframe of FRU or replacement appliance(s).

REQUIRED INFORMATION

Please be prepared to provide the serial number of the appliance as all service requests will reference this number. The RMA will also require the full installation site address of the defective unit and contact information for shipment of the replacement.

You can access the serial number for the appliance on the pull-out tag while the server is installed in the rack. See image below showing the front of the appliance.

