



Rasiliient Americas Warranty and Service Level Plans

2021/02/09 v5.1

1. General Overview

- This Warranty and Service Level Plans (SLP) defines the warranty and service level plans provided by Rasilent to its customers in the Americas region who purchased Rasilent Products and the respective service level plans.

2. Support Description

2.1. Scope

- This Service Level Plan applies to hardware purchased from Rasilent, a Rasilent authorized distributor or reseller that are under a warranty plan (Basic and NBD). This SLP does not apply to any non Rasilent hardware or out of warranty equipment.
- Support is provided first by submitting a support ticket followed by the most efficient method, i.e., over the phone, via remote access and/or via email.

3. Warranty and Support Plans

3.1. Basic Warranty Support Plan

- Rasilent server products carry a five (5) year warranty from the date of shipment. Rasilent replacement parts (excluding hard drives) purchased outside of warranty carry a one (1) year warranty from the date of shipment. Rasilent SATA hard drives (video class or enterprise) purchased outside of warranty carry a three (3) year warranty from the date of shipment. Rasilent SAS hard drives purchased outside of warranty carry a five (5) year warranty from date of shipment.
- Rasilent will pay for shipping of replacement parts to the customer site using FedEx Ground.
- Customer is responsible for the return of the defective part, return shipping and shipping insurance costs.
- Email support is 9:00AM to 6:00PM Pacific Standard Time (GMT -8), support ticketing (<http://rasilent.com/support/>) and phone support is 24x7x365.
- Support from certified technicians is available for the basic operations of the following VMS's: Milestone, ExacqVision, Avigilon, and Genetec.
- Rasilent shall troubleshoot issues and determine the proper course of action.

- Rasient shall provide advance replacements of modular parts (storage and OS drive located in front or rear drive bays, and other parts that are swappable without removing cover). Customer is responsible for swapping the parts.
- If a customer is Rasient Hardware Certified, Rasient will ship advance replacement of OS drives, video cards, non-modular power supplies and RAID cards.
- Rasient shall assist customer to bring the system solution back online to original factory condition via email and/or phone support.
- Advance replacements will be provided without the requirement of a security deposit with the requirement that the defective parts will be returned by the Customer within thirty (30) calendar days of receiving the replacement part. The return address is provided in the shipment box for the advanced replacement part. Defective parts are to be shipped back to Rasient in the same container. The Customer is responsible for shipping and insurance costs. If the defective part is not returned within thirty (30) calendar days, then the Customer will be required to provide a security deposit for future advance replacements. If the defective part is returned within thirty (30) calendar days, no charges will be made. Otherwise, a charge will be made at the list price of the defective part.
- Advanced replacement parts can take up to two (2) business days to ship.

3.2. Next Business Day (NBD) Warranty Support Plan

- NBD Includes Basic Warranty Support Plan.
- Replacement parts will be shipped via overnight shipping if the failed parts are identified before 3:30 PM Pacific Time (GMT -8). Otherwise, they will be shipped out the following business day via overnight shipping.

4. Roles and Responsibilities

4.1. Rasient Support Staff (RSS) Responsibilities

- RSS shall be certified and trained on the Rasient hardware and trained on the basic operations of the following VMS systems: Milestone, ExacqVision, Avigilon, and Genetec.
- Rasient will document and track all reported cases and their resolution status.

4.2. Customer Responsibilities

- Request service via one of the three (3) contact methods described in Section 5.

- Provide a remote connection when possible to troubleshoot reported issues related to Rasiliant hardware.
- Allow RSS the opportunity to troubleshoot and determine if a replacement part is needed to be shipped to customer.
- Have valid VMS licenses and updated software.
- Provide a “Technician Contact” to confirm the replacement part has been received, work with Rasiliant to schedule a technician to be online assist with any questions or issues.
- Customer may be required to reimage the OS drive.
- Customer pays for shipping and insurance to return the defective part back to Rasiliant.
- Return defective part within thirty (30) calendar days to Rasiliant Systems. Not returning the defective part within thirty (30) calendar days, will cause delay or prevent future advance replacements. RSS shall provide the return shipping address.
- For customers that desire not to return a defective storage drive due to company policy or to avoid company paperwork, customer must be enrolled in Rasiliant Non-Return Disk Drive (NRD) program. Please contact nrd@rasiliant.com for further details. This is a separate warranty at an additional cost.

5. Requesting Technical Support

5.1. Online (<http://rasiliant.com/support/>)

- This is the recommended method for requesting assistance unless the issue is critical and requires immediate response. The online web page helps you enter the details and creates a case. It is accessible 24 hours per day and 7 days a week. Requests made using the online ticketing system will be processed during normal hours of business. Monday through Friday from 9:00AM to 6:00PM Pacific Time (GMT -8)

5.2. Phone (+1 408 730-2568 or +1 888 902-8991 opt 2)

- For NBD Warranty customers, this is the suggested method to report issues. Phone service is available 24x7x365.

5.3. Email (techsupport@rasiliant.com)

- Email requests will be processed during regular business hours. Monday through Friday from 9:00AM to 6:00 PM Pacific Time (GMT -8)

6. Hours of Operation

- Support tickets and Emails are handled Monday through Friday from 9:00AM to 6:00PM Pacific Time (GMT -8)
- Phone support hours are 24x7x365.
- Shipping hours are from 9AM to 3:30PM Pacific Time (GMT -8). NBD shipment requests that are received and processed before 4:00PM Pacific Time (GMT -8) will be shipped overnight the same day. Otherwise, the replacement parts are shipped the following business day.

7. Escalation

- If there are issues with the processing of a support request, please contact support_mgr@rasient.com. We will review and take the appropriate escalation actions.

8. SLP Review

- Rasient will review this SLP periodically. Rasient reserves all right to modify this Warranty and Service Level Plan at its sole discretion.