

APR

ADVANCE PRODUCT REPLACEMENT

OVERVIEW

The APR service is an optional service that can be subscribed together with the Extended Warranty Service. This service minimizes the cost of the customer's own spare stock. If a problem occurs, the customer simply reports it to Smartoptics Support who will assist in troubleshooting, if a hardware failure is confirmed, Smartoptics will ship out an equivalent replacement product the next business day. Once the replacement product has arrived and replaced the faulty product, the customer simply returns the faulty product to the Smartoptics designated service center. This service covers all Smartoptics products which the customer has ordered the service for (typically per purchase order). The products must have been deployed into service in a customer network to qualify for APR. The service can be extended up to a maximum period of 7 years from date of original product purchase.

CLAIM PROCEDURE

All APR claims are handled via Smartoptics TAC, the customer reports a problem by creating a ticket with Smartoptics TAC who will work with the customer to diagnose the problem. If the problem is due to a Smartoptics product failure, an APR replacement will be shipped to customer designated location the following business day.

To initiate the process the customer must create a ticket in the ticket system on <https://support.smartoptics.com>.

APR PERIOD

The repaired or replaced product will then keep the remainder of its original warranty period. If a product is returned 6 months in to a 24-month APR contract, the remaining period of the warranty for that product is 18 months. APR is purchased from date of shipment of goods and is available up to a maximum period of 7 years. Product must already be under a valid APR contract to be qualified for an annual renewal.

SHIPPING

Smartoptics covers shipping costs for the replacement product to the customer. Customer is responsible for shipping costs when the faulty product is returned to Smartoptics.

ORDERING INFORMATION

Part number	Description
APR	Advance product replacement service