

EWS

Extended Warranty Service

OVERVIEW

Smartoptics Extended Warranty Service (EWS) allows the customer to extend the term of the product warranty beyond the standard term. When purchasing EWS, no additional repair costs are incurred during the term of the contract should a product need to be returned for repair/replacement.

EWS is an optional support service that can be purchased for any Smartoptics product. EWS can be purchased from date of shipment of goods and can be extended for a total of up to 7 years of product warranty.

Only products within warranty or has a warranty that expired of up to 3 months prior are eligible to have the warranty extended.

CLAIM PROCEDURE

The customer must create a ticket in the Smartoptics ticket system reporting an issue with a product. When the ticket has been analyzed and determined that it requires to be returned to Smartoptics as a warranty claim, the customer will receive RMA return information to Smartoptics repair facility.

PRODUCT REPAIR

A repaired or replaced product will keep the remainder of its original warranty period. If a product is returned 6 months in to a 24 months EWS contract, the remaining period of the EWS for that product is 18 months. The maximum total warranty time is 7 years.

If the product is unrepairable or otherwise considered by Smartoptics to be beyond economical repair, a replacement product of equivalent or better functionality will be provided. Smartoptics will repair or replace the product within 30 days of receiving it at the designated Smartoptics repair facility.

SHIPPING

The customer is responsible for all shipping costs when the product is returned to Smartoptics. Smartoptics is responsible for all shipping costs when returning the product back to the customer.

ORDERING INFORMATION

Part number	Description
EWS	Extended Warranty Service: Systems
EWS-TRX	Extended Warranty Service: Transceivers