



## HARDWARE WARRANTY AND SUPPORT GUIDE

The Hardware Warranty and Support Guide is for informational purposes only. Hardware that is listed on the standard pricelist will have a 3-year Genesys warranty that begins at the time of invoice. The warranties described herein are summaries of those that will be provided to you by the manufacturers identified below. Please refer to the actual manufacturers' warranties as they will govern any claim that you may have with respect to equipment, hardware, and software warranties. Also, to the extent applicable and permitted, Genesys will pass-through any warranties made to Genesys by equipment and hardware suppliers (and third-party software licensors, if applicable) with respect to equipment and hardware (and sublicensed third party software where applicable). If a warranty pass-through purchased item fails, Genesys will not make warranty claims on your behalf. Genesys makes no guarantees with respect to performance of warranty obligations by equipment and hardware suppliers or third-party software licensors and in no event will Genesys be liable, therefore.

# Terms and Definitions

### Notes:

- If a customer has issues with a device. The customer will contact Genesys Customer Care to open a case number in My Support Portal: <https://help.mypurecloud.com/articles/genesys-cloud-support-portal/>
- If device is in warranty and it is determined a replacement is required, then the customer will need to fill out and submit an RMA request form <https://help.mypurecloud.com/wp-content/uploads/2019/03/RMA-Form.pdf> and submit it with the case.
- The Serial Number of the device requested to RMA will determine if the unit was shipped from Genesys or Arrow. If the unit was shipped from Arrow on behalf of Genesys, then an RMA PO Agreement must be in place and submitted to Arrow before the replacement hardware can be shipped. **(Insert PO Agreement form link here)** The PO will be billed and then upon return of the defective device to Arrow a credit will be given for the returned device. (Defective hardware needs to be returned within 30 calendar days after replacement hardware is delivered) If defective device is not returned to Arrow credit will not be given. RMA requests will be denied/cancelled if PO form is not submitted.

**1. Service Type:** This is the level of service that is provided with the hardware.

- **Advanced Warranty Replacement**—Genesys partners with Arrow Electronics to provide replacement devices. The replacement product is shipped to the customer from the Arrow warehouse. Upon receiving a replacement device, the customer then ships the defective product back to Arrow for repair. The repaired product will be kept and used



for future replacements for other customers. Customers will receive a new product if the RMA occurs within 30 days of original shipment. After 30 days of original shipment regardless of units being opened or not you will receive a refurbished unit.

- Genesys/Arrow will only cover the advanced exchange replacement shipment cost to the customer (This excludes the duties, taxes, fees or import costs) associated with the shipment. The customer is responsible for making sure the shipment of goods complies with all the legal requirements and regulations of their destination country.
  - The recipient will be the Importer of Record and is responsible for making sure the shipment of goods complies with all the legal requirements and regulations of the destination country as well as any duties, taxes or import costs. Arrow cannot be the Importer of Record. If Importer of Record Services are required, please notify [aiscust@arrow.com](mailto:aiscust@arrow.com) immediately. The recipient will be responsible for any IOR services fees associated with the inbound shipment.
  - In the return process of the defective hardware: The customer is responsible for all shipping and insurance costs in the return of the defective hardware/devices to Arrow.
  - In the event the model owned by the customer has become obsolete or is no longer available, Genesys/Arrow will replace with a replacement model that delivers the functional features of the previous model.
- **Hewlett Packard Enterprises (HPE) Server Warranty policy** – HPE servers are delivered with standard warranties and what is covered varies per server platform.

DL360 Servers: 3 years parts, labor, Next Business Day (NBD) on-site

HPE only provides warranties for the HDD's used in V3 edges and Genesys Small Servers **for a duration of 1-year.**

**If warranty is out with HPE for a HDD replacement, but still in warranty with Genesys. Genesys RMA replacement route will be utilized for HDD replacement.**

Micro server Gen 10+: 1-year parts, labor, Next Business Day (NBD) on-site

Service level: No Usage Limitation  
Standard Parts Logistics  
NextAvail TechResource Remote  
Std Office Hrs Std Office Days  
NextAvail TechResource Onsite  
Standard Material Handling

Next Cov Day Onsite Response

Global Coverage

Deliverables: Onsite Support

Hardware Problem Diagnosis

Parts and Material provided

- **HPE Care Pack**

The below sections apply in the event customer purchases an HPE care pack

- **Hewlett Packard Servers 4-Hour response 24x7 onsite service (Care Pack) available— At customer’s option an additional care pack service uplift may be purchased.**
  - **Remote problem diagnosis and support** – HPE Services uses electronic remote support tools to isolate your problem and facilitate resolution.
  - **4-hour response 24x7x365** – For issues that cannot be resolved remotely, an authorized HPE Services representative will make contact with customer within 4 hours after your call has been logged. Service is available around-the-clock every day, including all holidays. HPE Services will returns your covered hardware to operational condition as soon as replacement parts are located and delivered, repairing, or replacing components or entire units as necessary. Your coverage includes all required parts and materials.
  - **Care packs are registered to the location that Arrow ships to.** If the unit moves to another country, it will not be covered. You need to make [GenesysOrders@Arrow.com](mailto:GenesysOrders@Arrow.com) aware that the unit is moving at the time of order by sending SO#, Complete address, contact name and phone of where the server is residing in the end. Failure to do this will result in a new care pack needing to be purchased and the original one will be void.
  - **Escalation management** – Established escalation procedures enlist specialized expertise from HPE and selected third parties.
  - **Defective Media Retention Service** – A standard hardware warranty or service contract requires payment for a replacement part if a defective one is not returned to HPE. This option lets you protect your sensitive data by keeping your defective disk, without paying for the replacement. (This is included in the Generation 8 servers going forward with care pack purchased)

- **Hewlett Packard Servers Next Business Day onsite service (Care Pack)**

- **Remote problem diagnosis and support** – HPE Services uses electronic remote support tools to isolate your problem and facilitate resolution.
- **Next Business Day** – For issues that cannot be resolved remotely, an authorized HPE Services representative arrives at your site within 24 hours after your call has been logged. Service is available M-F 8-5pm. HPE Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials.
- **Escalation management** – Established escalation procedures enlist specialized expertise from HPE and selected third parties.

**Optional Defective Media Retention Service** – A standard hardware warranty or service contract requires payment for a replacement part if a defective one is not returned to HPE. This option lets you protect sensitive data by keeping your defective disk, without paying for the replacement. (This is included in the Generation 8 servers and all going forward)

2. **Service Level:** This is the expected time when the replacement part can be shipped. This does not begin until the determination of a broken product or part and corresponding RMA is provided.
3. **Return Material Authorization (RMA):** This is the code that authorizes a replacement product to be returned.
4. **Shipment Method:** This means that the replacement product will be shipped to the customer. A customer may request an updated option from what is provided at their own expense. The following are different options provided:
  - **Economy** —May take 1-5 days depending on destination and customs
  - **Expedited**—Shipped Overnight for next evening delivery (customs pending) - **With customer paying expedited shipping charges.**
5. **Return Product Requirement:** This indicates the timeframe and packaging expected when returning the defective product.

**Note:** Hardware warranty service programs do not include any application-level support. It is important that the customer has appropriate back-ups and can restore the application to its previous level before the hardware failure.



# GLOBAL HARDWARE

## 1. Hewlett Packard Enterprises Servers

### Initial Purchase

- Processed via Arrow on-line storefront: <https://link.arrow.com/genesys/>
- Ships from Arrow warehouse facility
- Standard shipping is economy, expedited shipping available upon request (at customers expense)

### Repair Service (HPE)

- Service Type: Standard Warranty with No Care Pack

### DL360 Servers: HPE on-site 3-year parts and labor

HPE HDD warranty is 1-year for V3 edge | Genesys Small Servers

Service Type: Standard Warranty Plus 3-year 365x24x4 Care Pack (5-year care packs are available)

On-site 3 years parts and labor

4-hour response time from HPE for service

### Micro server Gen 10+: 1-year parts, labor, Next Business Day (NBD) on-site

Service level: No Usage Limitation  
Standard Parts Logistics  
NextAvail TechResource Remote  
Std Office Hrs Std Office Days  
NextAvail TechResource Onsite  
Standard Material Handling  
Next Cov Day Onsite Response  
Global Coverage

Deliverables: Onsite Support  
Hardware Problem Diagnosis  
Parts and Material provided

## 2. Audio Codes Gateways



#### Initial Purchase:

- Processed via Arrow on-line storefront: <https://link.arrow.com/genesys/>
- Ships from Arrow warehouse facility
- Standard shipping is economy, expedited shipping available upon request (at customers expense)
- Lead-Time can vary if product needs to be drop-shipped, average lead-time is 3-7 weeks
- A Standard manufacturer's warranty will only be applied to AudioCodes Gateways

#### RMA Service:

- Service Type: Advanced Warranty Replacement
- RMA processed between 8:00 am – 5:00 pm ET M-F
- Shipping Method: Economy
  - Timeframe: Upon receipt of the replacement device
  - Packaging: In the box that the replacement device was delivered in.

**The RMA number must be clearly marked on the outside of the box and must follow all return directions that were supplied from Genesys/Arrow.**

\* Recommendation: Customer should purchase a spare if deployed in critical environment

### 3. Genesys Cloud Edge

#### Initial Purchase:

- Processed via Arrow on-line storefront: <https://link.arrow.com/genesys/>
- Ships from Arrow warehouse facility
- Standard shipping is economy, expedited shipping available upon request (at customers expense)
- 3-Year Genesys Advanced Warranty Replacement.

#### RMA Service:

- Service Type: Advanced Warranty Replacement
- RMA processed from Arrow 8:00 am - 5:00 pm ET M-F
- Shipping method: Economy
- Return Defective Product Requirement:



- Timeframe: Upon receipt of the replacement device
- Packaging: In the box that the replacement device was delivered in.

**The RMA number must be clearly marked on the outside of the box and must follow all return directions that were supplied from Genesys/Arrow.**

\* Recommendation: Customer should purchase a spare if deployed in critical environment

## Damages in Transit

Upon receipt of the package's customer is required to inspect cartons for external damage at the time of delivery. If there is visible external damage to the carton, it must be reported to the carrier before customer accepts delivery, so a damage claim can be processed. Failure to do so can result in denial of return to Genesys Inc.

Please report all concealed (internal shipping) damage to [GenesysOrders@Arrow.com](mailto:GenesysOrders@Arrow.com) within 14 business days from ship date. Failure to do so will result in the customer's ability to file a carrier claim against damages.

Genesys and Arrow Reserve the right to refuse warranty on any items at any time that have been damaged by negligence due to power surges/outages, chemical spills, liquid damages, or other application not consistent with the intended use of the product.