

Advanced Replacement Service



ARS

Net Optics and Network Performance Channel (NPC) offer to its customers for some selected products an Advanced Replacement Service.

This Service is meant as an upgrade to the manufacturer's warranty and can be purchased within ninety (90) days of the purchase of the product. Replacement Service extends the coverage on designated Net Optics products and can be purchased for up to seven years. Coverage begins upon the date of purchase of the product.

Advanced Replacement Service assures the replacement of the defective unit within an arranged time and is designed for maximizing the availability of your monitoring tools. The Advanced Replacement needs to be requested like a RMA.

Once we have received your request (via phone, email, or online form), a Technical Support Representative will provide any needed assistance and work with you to troubleshoot the issue reported.

In case of receiving the request of replacement until 3 o'clock (p.m.) the replacement unit will be shipped to you the same business day. Provided that our Technical Support Representative, was able to locate the failure. The customer is obligated to assist us troubleshooting the reported issue and provide a remote access to the unit if necessary. An authorization of the Technical Support Representative is required in order to process the shipment of the appropriate spare part.

We will provide you with the tracking number as soon as the advanced replacement is passed to the shipping company.

Depending on the parcel service and your location the packet shall be on-site the next business day (European Islands, some areas of Austria and of the alpine foothills are not included in this arrangement - Please contact us in advance to clarify how the long the leadtime to you will be).

We request you to confirm the proper receipt of this spare part.

Install the replacement unit and confirm that the issue has been resolved, afterwards please package the defective unit (in the shipping materials provided with the replacement) and return it to NPC.

Reference the RMA number on the outside of the package and ship the product back within 14 days to:

Network Performance Channel GmbH
Ohmstrasse 10
63225 Langen
Germany

Contact:

Please note that Network Performance Channel should be your first contact in all upcoming support requests. The technical support of "Network Performance Channel" can be contacted during European business hours via mail or via phone:

Network Performance Channel GmbH
Technical Support
Ohmstrasse 10
63225 Langen
Germany

T: +49 6103 906 757
support@np-channel.com
<http://www.network-taps.eu/support/>

The technical support of "Net Optics" can be contacted during Pacific Standard Time (PST) business hours via mail or via phone:

Net Optics - Technical Support
T: +1 (408) 737 - 7777
ts-support@netoptics.com

Due to the time shift between Europe and America the technical support team is available for about 16 hours a day.