



## HARDWARE WARRANTY AND SUPPORT GUIDE

The Hardware Warranty and Support Guide is for informational purposes only. All hardware that is listed on the standard pricelist will have a 3 yr warranty that begins at the time of shipment. 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

- 1. Service Type:** This is the level of service that is provided with the hardware. After the customer contacts Genesys Care then they will generate an RMA request with the RMA team. This service begins upon determination that the part is broken and requires repair or replacement. The following are the different levels provided:
  - **Advanced Warranty Replacement**— the replacement product is shipped to the customer and then the customer ships the defective product back 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 if the units has been opened or not you will receive a refurbished unit.
  - **In the event the model owned by the customer has become obsolete or is no longer available, Genesys Inc. will replace with the replacement model that delivers the functional features of the previous model.**
  - **Hewlett Packard Enterprises (HPE) Server Warranty policy** – HPE servers are delivered with a standard 3-year warranty, what is covered varies per server platform.
    - DL3XX—3 years parts, labor, Next Business Day (NBD) on-site
    - DL1XX—3 years parts, 0 labor and no on-site (1 year hard drives) Gen 7 and previous
    - DL60 – 3 years parts, labor and on site for Gen 9 Small Media Server Bundled with NBD 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 return 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 the PDC ships too.** If the unit moves to another country it will not be covered. You need to make [logisticspurchasing@genesys.com](mailto:logisticspurchasing@genesys.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. At anytime a customer may request an updated option from what is provided at their own expense. The following are different options provided:
  - **Ground**—Standard shipping method may take 1-5 days depending on the destination.
  - **Overnight**—Shipped Standard Overnight for delivery by 3:00pm Next Business Day where possible
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 the Genesys on-line ordering system
- Ships from our US warehouse facility within 16 business hours from order acceptance and submitted to our shipping department.
- Standard shipping is ground, expedited shipping available upon request

#### Repair Service

- Service Type: Standard Warranty with No Care Pack (generation 8 servers all have a care pack)
  - DL3XX Servers-
    - On-site 3 year parts and labor
    - 3 year hard drive warranty
  - DL1XX Servers- Gen 8 and Prior
    - 3 years parts NO On-site or Labor
    - 1 year hard drive warranty
- Service Type: Standard Warranty Plus 3-year 365x24x4 Care Pack (5-year care packs are available)
  - DL3XX (All Generations) and DL1XX (gen 8 and prior) Servers-
    - On-site 3 years parts and labor



- Hard drive warranty is 3 years
- 4 hour response time from HPE for service
- Service Type: Standard Warranty Plus 3-year NBD Care Pack
  - DL1XX Servers- Gen 9
    - Next Business Day
    - 3 yr parts and labor on site

## 2. Telephones

### Initial Purchase

- Processed via the Genesys on-line ordering system
- Ships from our US facility. Certain quantity levels will ship from more local warehouses when it makes sense.
- Standard shipping is economy, expedited shipping available upon request
- When shipping from US, products ship within 16 business hours from order acceptance and submission to our shipping department.
- When phones are being drop-shipped, the lead-time can be up to four (4) weeks depending upon availability
- 3 Years Advanced Warranty Replacement included

### RMA Service:

- Service Type: Advanced Warranty Replacement
- RMA processed between 8:00 am – 6:00 pm ET M-F
- Shipping Method: ground
- Ship defective phone back to respective warehouse via traceable shipping carrier
- See Return Policy for full details on return procedure
- In the event the current model is discontinued you will receive the like replacement model current on the offering list. Not an upgrade in models.
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Recommendation: Customer should purchase spare phones if immediate replacements are necessary

## 3. Audio Codes Gateways

### Initial Purchase:

- Processed via the GENESYS on-line ordering system
- Ships from our US warehouse facility or can be drop-shipped from several facilities depending upon availability and date needed.
- When shipping from the US warehouse, in-stock orders ship within 16 business hours from order acceptance and submitted to our shipping department (and usually same day).
- Lead-Time can vary if product needs to be drop-shipped, average lead-time is 2 weeks



- Standard shipping is ground, expedited shipping available upon request
- 3 Years Advanced Warranty Replacement included with purchase

RMA Service:

- Service Type: Advanced Warranty Replacement
- RMA processed between 8:00 am – 6:00 pm ET M-F
- Shipping Method: Express Priority
- Ship defective gateway back to respective warehouse via traceable shipping carrier
- See Return Policy for full details on return procedure

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

#### 4. Interaction Edge (Last sale date was July 2016)

Initial Purchase:

- Processed via the GENESYS on-line ordering system
- Ships from our US warehouse facility within 16 business hours once submitted to our shipping department.
- Standard shipping is ground, expedited shipping available upon request

RMA Service:

- Service Type: 3-Year Advanced Warranty Replacement
- RMA serviced out of US between 8am-6:00pm ET M-F
- Shipping method: Express Priority
  - Return Product Requirement:
    - Timeframe: Upon receipt of the replacement gateway
    - Packaging: In the box that the replacement gateway was delivered in. The RMA number must be clearly marked on the outside of the box

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

#### 5. Pure Cloud Edge

Initial Purchase:

- Processed via the Genesys on-line ordering system
- Ships from our Indianapolis warehouse facility within 16 business hours once submitted to our shipping department.
- Standard shipping is ground, expedited shipping available upon request
- 3 Years Advanced Warranty Replacement

RMA Service:

- Service Type: Advanced Warranty Replacement



- RMA serviced out of Indianapolis between 8am-6:00pm ET M-F
- Shipping method: Express Priority
  - Return Product Requirement:
    - Timeframe: Upon receipt of the replacement gateway
    - Packaging: In the box that the replacement gateway was delivered in. The RMA number must be clearly marked on the outside of the box

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

## 6. PT Program

### Polycom

- Items are sold with a standard 1 yr warranty serviced by Polycom direct

### Audio Codes

- Items are sold with a warranty and support line item for 1 yr. Those line items can be increased in qty not to exceed 6 yrs at the time of purchase.
- Determination of the warranty is by the sales team and the customer once the quote has been provided.

\*\*\*Limited stock will be held in the JP office for select items and they will process the returns.

### Damages in Transit

Upon receipt of the packages 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 the [globallogistics@Genesys.com](mailto:globallogistics@Genesys.com) address within 14 business days from ship date. Failure to do so will result in customer's ability to file a carrier claim against damage.

Genesys Reserves the right to refuse warranty to 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.