Purchasing Extended Warranty & Support

Contents

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Rev. 8

Standard Warranty & Extended Warranty Overview

Firetide products come with a one year manufacturer's warranty for product's and customer support, and warranty begins on the date the Firetide equipment is received from a Firetide certified distributor. Proof of purchase is required to confirm date of receipt. If proof of purchase is not available, Firetide will use the Firetide Serial # to mark the point of sale. Extended warranty for three and five years at a discounted price is only available during the initial time the equipment is bought and then one to three years for some products during and after the initial warranty period.

Once the one year manufacturer's warranty period has expired, Return Merchandise Authorizations (RMAs) and all forms of support via phone and e-mail will not be accepted. To extend the warranty period, visit Firetide at http://www.firetide.com/warranty and complete the online form for either new or previously purchased (select the appropriate tab for new or previously purchased equipment on the warranty page). Firetide will review the submitted information and respond within 24 hours (weekends and holidays are not included).

The analytics file is used to validate the status of your existing mesh nodes. Only instance when an analytics file is not needed is if the product is currently under warranty. Upload the warranty certificate as proof of existing warranty.

IMPORTANT: Only the equipment that is covered under warranty will receive warranty and support, so it is required that **all Firetide equipment in a specified mesh** be under warranty. Requests for warranty cannot be processed if there is a mixture of in and out-of-warranty nodes.

Products Eligible for Extended Warranty and Support

The following HotPort products are eligible for warranty and support:

- 7010, 7010(W) and 7020
- 7010-900 and 7020-900
- 7100-FIPS and 7200-FIPS

Products Eligible for Extended Support Only

The following HotPort products are eligible for extended technical support, excluding warranty and RMA services.

- 6001, 6002, 6201, 6202
- 6000-900

For an extended support quotation, contact your Firetide sales representative.

Extended Support Qualification Procedure

In order to qualify for extended support coverage, providing confirmation that each candidate unit is functional is a prerequisite. This requirement can be fulfilled by providing a mesh analytics file from the mesh consisting of the units to be covered.

Prior to saving the mesh analytics data, all units within the Hotport 6000 mesh must be upgraded to firmware version 4.11.0.0 using Hotview/Hotview Pro version 4.7.30.0. Once the mesh is operational with the 4.11.0.0 firmware, proceed as follows.
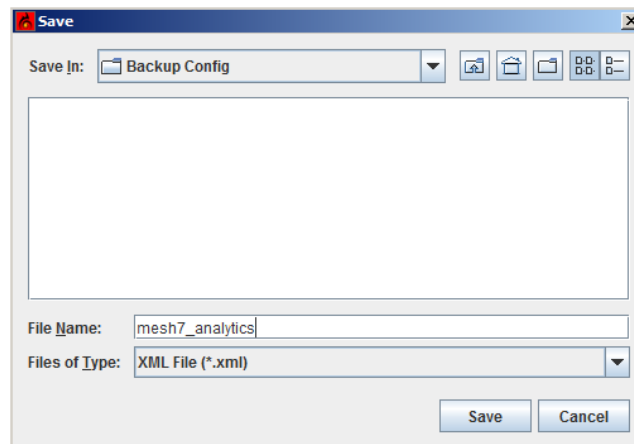
Creating an Analytics File

1. Download HotView Pro 10.17.2.8 from http://www.firetide.com/support/support-resources/ and install on your current system running the HotView Pro software.
2. Use HotView Pro 10.17.2.8 to connect to your mesh.
3. Under "Mesh" tab, click "Export Mesh Data for Analytics"
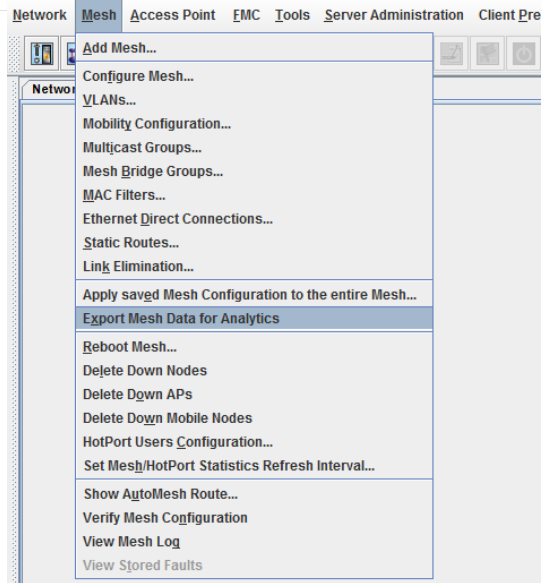
4. Select the Mesh to export.
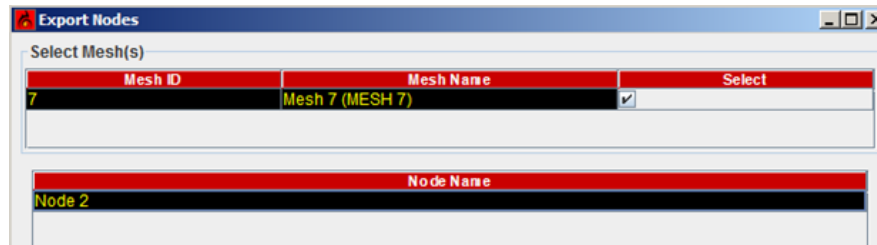
5. Give the file a name in .xml format and Click "Save"

6. Attach this file with your online request form for extended warranty. Only send the analytics file for the mesh that contains the serial numbers in the submitted form.