

Warranty Service from Bay Networks

1

At Bay Networks, Comprehensive Network Support starts from the day you purchase your Bay Networks products. At the heart of our warranty services is Bay Networks Advance Exchange Lifetime Hardware Product Warranty, which sets a new internetworking industry standard by providing advanced hardware exchange for most newly purchased Bay Networks workgroup concentrator and hub products.

With this new and unsurpassed warranty program, Bay Networks Services customers receive advance exchange on defective parts and components for the following Bay Networks products purchased on or after July 1, 1996:

- Model 27xx Series Token Ring Workgroup Concentrators
- Model 28xx Series Ethernet Workgroup Concentrators
- Model 29xx Series FDDI Workgroup Concentrators
- BayStack 101 to 107 Ethernet Stackable Hubs
- Model 800 Series Ethernet Workgroup Concentrators

Unlike some competitive warranty plans, no parts are excluded. Bay Networks covers all components equally, and provides advance hardware exchange for the lifetime of the product.

How To File A Warranty Claim

By following the simple Warranty Service Process outlined below, you'll be assured of prompt attention to your requirements during the warranty period.

1. What to do if you purchased your products directly from Bay Networks

Lifetime Warranty: Products included in the Lifetime Warranty program are covered on an advance replacement basis through Product End of Life.

Standard Warranty: Products not included in the Lifetime Warranty program are covered on a return-to-factory repair/replacement basis, with 10 day turnaround from the date of receipt of the product at Bay Networks. Starting from the ship date of the unit from Bay Networks, the Warranty covers the first 90 days of the router's product life and 12 month's of the hub's product life.

NOTE: Standard Warranty coverage on an advance replacement basis is available on a per-incident basis. See your Bay Networks representative for pricing information.

Warranty Service from Bay Networks

2

“Dead On Arrival” (DOA) Service: For up to 30 days from initial product installation, Bay Networks will provide expedited replacement of inoperative units. When your DOA request is validated, a new replacement unit will be shipped within 1 to 2 business days. Your Bay Networks Customer Service Representative can arrange for refurbished replacements on a faster basis, if required; please contact them directly for details. See Appendix B for details on eligibility.

FOR ROUTER PRODUCTS

Call Bay Networks Service at:

US & Canada: 1-800-2LANWAN, Express Routing Code 271
Europe: 33-4-9296-6968
Asia/Pacific: See Appendix A for a list of toll-free telephone numbers.
Latin America: See Appendix A for a list of toll-free telephone numbers.

Please have your Site ID No. and Product Serial Number on hand, and follow the instructions given by the Automated Call Distribution system. If you don't know your Site ID No., you'll be given the option of talking to a call coordinator. If this is a board level product, for which no serial number exists, please supply proof of product purchase, e.g., invoice copy.

FOR HUB & SWITCH PRODUCTS

Call Bay Networks Service at:

US & Canada: 1-800-2LANWAN, Express Routing Code 275
Europe: 33-4-9296-6968
Asia/Pacific: See Appendix A for a list of toll-free telephone numbers.
Latin America: See Appendix A for a list of toll-free telephone numbers.

Or, customers in US & Canada can send a FAX to 1-408-495-1100

Request a Return Material Authorization (RMA) to accompany the return of your affected product.

NOTE: The RMA must be obtained prior to returning any defective product. Please supply the following information in connection with your RMA request:

- Model number and serial number of the unit(s)
- Requester name, telephone and FAX numbers
- Ship-to address, including contact name and phone number

Warranty Service from Bay Networks

ALL PRODUCTS

Following verification of your Warranty service request from Bay Networks, you must return the defective product to the factory. If you are filing a claim under the standard return-to-factory warranty, the unit will be repaired or replaced, at Bay Networks' discretion, and shipped within 10 days. Return shipment by Federal Express or equivalent normally takes 1 day within the U.S.; international shipments typically take 3 to 5 days, barring any delays in customs. If you have opted for advance exchange or are covered under the Lifetime Warranty program, a replacement will be shipped per your instructions; however, your defective product must still be returned to the factory.

2. What to do if you purchased your products from a Bay Networks Reseller

First, call your Reseller to determine how to obtain Warranty service.

If your Reseller refers you to Bay Networks, follow the process in Section 1, "What to do if you purchased your products directly from Bay Networks". To validate your eligibility for warranty support, you'll be asked for proof of product purchase, e.g., copy of invoice from your Reseller.

The Warranty Period starts from the ship date of the unit from your Reseller. Warranty duration is as outlined in Section 1.

APPENDIX A

Toll-Free Telephone Numbers for Bay Networks Customer Service

Asia/Pacific

Australia	1-800-064-008
China	108003579
Hong Kong	8004199
Indonesia	001-800-61-004
Korea	0078-611-2001
Malaysia	1-800-80-5380
New Zealand	0800-44-9716
Philippines	1800-611-0063
Singapore	800-6162-004
Taiwan	0080-61-1213
Thailand	001-800-611-3007

Latin America

Mexico	95-800-252-6926
Colombia	980-15-3914
Brazil	000-814-550-2567
Chile	800-57-0004
Other	(408) 495-1580, Press *, then ERC 271

APPENDIX B

Warranty Service from Bay Networks

4

DOA Eligibility Criteria

To validate the 30 day installation window for DOA's, one of the following is required:

- The call must be within 30 days of the original ship date.
- The call must be within 30 days of installation, proof of installation date provided by Bay Networks or Partner engineer.
- The product must have been purchased from an Authorized Reseller within 30 days of the call, proof of purchase provided by the Reseller.
- The product must have been purchased from an Authorized Reseller and installed within 30 days of the call. Proof of purchase AND proof of installation date by a Bay Networks or Partner engineer must be provided.