

## Product Registration

Managed switches are provided with a 1-year warranty. Unmanaged switches, extenders, and adapters are provided with a 5-year warranty. This warranty period begins on the date of registration on our website: <https://www.nvtphybridge.com/warranty/>.

The registration should be performed on the day of installation and within 90 days of the purchase of the switch.

If registration has not occurred in the given timeframe, then the warranty period begins on the date of purchase under the provision that the original purchase order can be provided to NVT Phybridge.

If an original purchase order cannot be provided, then the warranty period begins from the date of sale to the authorised distributor and then finally, defaults to the product manufacture date.

## Out-of-Warranty Procedure

### **Option 1: Re-establish Warranty Coverage**

The customer purchases 1-year warranty extensions for the product until the product is covered by the warranty again. For this NVT Phybridge will require the product serial number and original purchase order to determine when the initial warranty period began and therefore expired.

For example: A switch's standard 1-year warranty expired 18 months ago. The customer would have to purchase 2 x 1-year warranty extensions relating to that switch's serial number. The switch would then have 6 months of warranty remaining and can be treated under the RMA procedure which includes advance replacements as standard.

### **Option 2: Purchase a new switch**

If the cost of warranty extensions required exceeds the value of the product the customer is advised to purchase a new product or proceed with Option 3.

### **Option 3: Out-of-Warranty Repair**

There is a standard fee of \$89.99 USD for the initial inspection and basic repairs. This includes any maintainable part replacements such as fans and other small components. If during the inspection, the switch is found to be extensively damaged requiring work/parts beyond the norm, the customer is given an estimate for any additional repair costs before proceeding.

Any work done on units is covered with a 90-day warranty.

The customer is responsible for the shipping to, and from, our repair center (HQ in Canada).

Typical turnaround time is 1-2 weeks in North America and 3-4 weeks for Rest of World. Extensively damaged units may take longer.

Please do not include any accessories with a returned switch under the out-of-warranty repair process.