

ProSupport Service Offerings (USA, Canada, Australia & Select European Countries¹)

Manage Your Network and Storage with Expert Support

The NETGEAR ProSupport offerings provide you with peace of mind by extending and enhancing the standard warranty coverage included with your product purchase. With ProSupport, you get direct access to NETGEAR technical support engineers and the backup resources who can rapidly resolve critical technical issues. Moreover, the advanced hardware replacement feature, with next business day arrival, improves the overall uptime of your network and storage systems.

Extensive Support Networks to Meet Your Needs

The NETGEAR Support network spans the globe with local support in over 26 countries. NETGEAR Support Centers provide technical support in 16 different languages with English speaking support staff available 24x7 in North America, Australia, and major European countries. Backed by NETGEAR R&D engineering, our technical support engineers have the proven expertise to quickly resolve even the most challenging technical problems.

Extends and Enhances Your Warranty Coverage

XPressHW enhances the hardware replacement turnaround, in the event of a failure, from five (5) plus days (typical) to Next Business Day (NBD).

OnCall 24x7, which includes XPressHW or NBD replacement, extends the 90-day warranty entitled technical support (phone and email) for standard and advanced features to the length of the contract term. NETGEAR recommends OnCall 24x7 for customers seeking hardware and software coverage.

Onsite Hardware Replacement

NETGEAR provides three (3) years of NBD onsite hardware replacement as part of the warranty support for select business-class products. Now businesses can maintain critical networks with minimum down time and without the added costs of purchasing extra NBD onsite support. The products supported by the NBD replacement program include fully managed switches, wireless controllers and select rack mount ReadyNAS®, ReadyDATA® products. See the tables on the next pages.

NETGEAR, at its discretion, will provide services using a combination of remote technical remediation, advanced hardware replacement and onsite hardware replacement. In the event of a hardware failure, NETGEAR provides the following support:

Ship a replacement unit for Next Business Day (NBD)² arrival.

Dispatch a technician to arrive onsite who will:

- Remove the failed unit
- Install the replacement unit (including restoring the configuration file³)
- Test to ensure that the replacement unit is operational
- Package the failed unit for pick up

Coverage & response time: 8 AM – 5 PM, Next Business Day

Table 1 Warranty and Service Offerings Comparison

Service Program	Term	24x7 Basic HW Support	HW Replacement	Sw Configuration Support	Remote Diagnostics	Escalation Management**	NETGEAR Email Alert***
Warranty	Lifetime (ProSafe) 3 or 5 Years (ReadyNAS*)	✓	7-10 Days	Lifetime (Managed Switches*) One Yr. (Smart Switches*) 90 Days (Others)	Lifetime (Managed Switches*) One Yr. (Smart Switches*) 90 Days (Others)	Lifetime (Managed Switches*) One Yr. (Smart Switches*) 90 Days (Others)	
ProSupport Service Offerings (Optional)							
XPressHW	3 or 5 Years	✓	Next Business Day				✓
OnCall 24x7	1, 3 or 5 Years	✓	Next Business Day	✓	✓	✓	✓

LEGEND

- * Check Product Warranty
- ** Daily update with an Action Plan for Critical Escalations
- *** Email alert on new firmware releases
- + Purchased after Dec 31, 2011
- ✓ Included for the Service Term

Footnotes:

¹ Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Luxembourg, Spain, Sweden, Switzerland, The Netherlands & UK

² Monday through Friday from 8am to 5pm local time, excluding NETGEAR holidays. Calls must be received and replacement authorization must be issued by the following cutoff time for NBD hardware replacement delivery: US/Canada – 6 PM (EST), UK/Ireland – 2 PM, Central Europe (CET) – 2 PM, Australia (EST) – 2 PM. Pre-registration of the products is required to ensure NBD HW replacement with Onsite Tech service

³ See customer responsibilities on backup of configuration files (ProSupport Terms and Conditions)



ProSupport Service Offerings (USA, Canada, Australia & Select European Countries¹)

CATEGORY 1			
Model	ProSupport SKU (Term)		
	OnCall 24x7	XPressHW	Onsite NBD
	PMB0351 (5 Yrs.) PMB0331 (3 Yrs.) PMB0311 (1 Yr.)	PRR0351 (5 Yrs.) PRR0331 (3 Yrs.)	PMPX1121 (2 Yrs.)
FS108/P	o	o	NA
FS116	o	o	NA
FS116P	o	o	NA
FS526Tv2	I (1)	o	NA
FS726T	I (1)	o	NA
FS726TP	I (1)	o	NA
FS728TLP	I (1)	o	NA
FS728TP	I (1)	o	NA
FS728TS	I (1)	o	NA
FS750T2	I (1)	o	NA
FS752TP	I (1)	o	NA
FS752TS	I (1)	o	NA
FVG318	o	o	NA
FVS318	o	o	NA
FVS318G	o	o	NA
FVS318N	o	o	NA
FVS336G	o	o	NA
GS105/E/PE	o	o	NA
GS108E/P/PE	o	o	NA
GS108T	I (1)	o	NA
GS110TP	I (1)	o	NA
GS116	o	o	NA
GS116E	o	o	NA
GS116Ev2	o	o	NA
GS510TP	I (1)	o	NA
GS516TP	I (1)	o	NA
GS716T	I (1)	o	NA
GS724T	I (1)	o	NA
GS724TS	I (1)	o	NA
GS728TP	I (1)	o	NA
GS728TPP	I (1)	o	NA
GS728TPSB	I (1)	o	NA
GS728TSB	I (1)	o	NA
GS728TXS	I (1)	o	NA
GS748T	I (1)	o	NA
JFS516	o	o	NA
JFS524	o	o	NA
JFS524E	o	o	NA
JGS516	o	o	NA
JGS516PE	o	o	NA
JGS524	o	o	NA
JGS524E	o	o	NA
JGS524Ev2	o	o	NA
JGS524PE	o	o	NA
RN102xx	o	o*	NA
RN104xx	o	o*	NA
RNDU2xxx	o	o*	NA
SRX5308	o	o	NA

CATEGORY 1			
Model	ProSupport SKU (Term)		
	OnCall 24x7	XPressHW	Onsite NBD
	PMB0351 (5 Yrs.) PMB0331 (3 Yrs.) PMB0311 (1 Yr.)	PRR0351 (5 Yrs.) PRR0331 (3 Yrs.)	PMPX1121 (2 Yrs.)
SRXN3205	o	o	NA
WAGL102	o	o	NA
WAG102	o	o	NA
WG103	o	o	NA
WN203	o	o	NA
WNAP210	o	o	NA
WNAP320	o	o	NA
WNDAP350	o	o	NA
WNDAP360	o	o	NA
WNDAP6xx	o	o	NA
XS708E	o	o	NA

CATEGORY 2			
Model	ProSupport SKU (Term)		
	OnCall 24x7	XPressHW	Onsite NBD
	PMB0352 (5 Yrs.) PMB0332 (3 Yrs.) PMB0312 (1 Yr.)	PRR0352 (5 Yrs.) PRR0332 (3 Yrs.)	PMPX1122 (2 Yrs.)
EDA500	o	o	NA
FSM5210P	I (L)	NA	I (3)
FSM7226P	I (L)	NA	I (3)
FSM7250P	I (L)	NA	I (3)
GS724TP	I (1)	o	NA
GS724TPS	I (1)	o	NA
GS748TP	I (1)	o	NA
GS748TPS	I (1)	o	NA
GS748TS	I (1)	o	NA
GS748TS3U	I (1)	o	NA
GS752TP	I (1)	o	NA
GS752TPS	I (1)	o	NA
GS752TPSB	I (1)	o	NA
GS752TS	I (1)	o	NA
GS752TSB	I (1)	o	NA
GS752TXS	I (1)	o	NA
GS752TXSB	I (1)	o	NA
GSM5212	I (L)	NA	I (3)
GSM5212P	I (L)	NA	I (3)
GSM7212F	I (L)	NA	I (3)
GSM7212P	I (L)	NA	I (3)
GSM7224P	I (L)	NA	I (3)
GSM7224SK	I (L)	NA	I (3)
GSM7224-200	I (L)	NA	I (3)
GSM7226LP	I (L)	NA	I (3)
RN312xx	o	o*	NA
RN314xx	o	o*	NA
RN316xx	o	o*	NA
WMS5316	o	o	NA
XS712T	I (1)	o	NA



ProSupport Service Offerings (USA, Canada, Australia & Select European Countries¹)

CATEGORY 3			
Model	ProSupport SKU (Term)		
	OnCall 24x7	XPressHW	Onsite NBD
	PMB0353 (5 Yrs.) PMB0333 (3 Yrs.) PMB0313 (1 Yr.)	PRR0353 (5 Yrs.) PRR0333 (3 Yrs.)	PMPX1123 (2 Yrs.)
EDA2000	o	NA	I (3)
EDA4000	o	NA	I (3)
GSM7228PS	I (L)	NA	I (3)
GSM7228S	I (L)	NA	I (3)
GSM7248P	I (L)	NA	I (3)
GSM7248SK	I (L)	NA	I (3)
GSM7248-200	I (L)	NA	I (3)
GSM7328FS	I (L)	NA	I (3)
GSM7328S	I (L)	NA	I (3)
RDD516	o	o*	NA
RN516xx	o	o*	NA
RN716x	o	o*	NA
RN212xxx	o	o*	NA
WC7520	o	NA	I (3)

CATEGORY 4			
Model	ProSupport SKU (Term)		
	OnCall 24x7	XPressHW	Onsite NBD
	PMB0354 (5 Yrs.) PMB0334 (3 Yrs.) PMB0314 (1 Yr.)	NA	PMPX1124 (2 Yrs.)
GSM7252PS	I (L)	NA	I (3)
GSM7252S	I (L)	NA	I (3)
GSM7352S	I (L)	NA	I (3)
RD52xxx	o	NA	I (3)
RN322xxx	o	o	I (3)
RN422xxx	o	o	I (3)
RN12Pxxxx	o	NA	I (3)
RN12Sxxxx	o	NA	I (3)
RN12Txxxx	o	NA	I (3)
XSM7224	I (L)	NA	I (3)
XSM7224S	I (L)	NA	I (3)

LEGEND

- I (1) Tech Support is included for 1-year with product purchase*; extension available
- I (3) Onsite NBD is included for three 3-years with new product purchase; extension available
- I (L) Tech Support is included for lifetime with product purchase*
- + Purchased after Dec 31, 2011;
- NA Not Applicable
- o Option for new purchase, extension or renewal (extended hw warranty is included if applicable)
- o* Option for new purchase or renewal (available only if hardware warranty is valid)

Please refer to the ProSupport Part Number for each ProSAFE or ReadyNAS product.

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