NETGEAR®

ProSUPPORT Service Offerings (USA, Canada, Australia & Select European Countries[1])

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 onsite hardware replacement option, with next business day labor onsite, provides you with a cost-effective way to maintain 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

OnCall 24x7 extends the 90-day warranty entitled technical support (phone and email) for standard and advanced features to the length of the contract term.

Onsite Hardware Replacement NETGEAR offers NBD onsite hardware replacement for select business–class products. Now businesses can maintain critical networks without on premise support staff. The products supported by the NBD onsite 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 file[3])

· 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

Product Category	HW Warranty Term (RMA Service Level/Term)			Warranty Tech Support (Channel/Term)		OnCall 24x7	Onsite HW Replacement
	NBD	Swap		Chat (24/7)	Phone (24/7)	Phone (24/7) Post 90 Days	NBD Labor Onsite
	Lifetime*	5 Years	3 Years	Lifetime**	90 Days	1, 3 or 5 Years	3 Years
ProSAFE – All	✔			✔	✔	Optional	Optional***
ReadyNAS Desktop – RN300/500/700		✔		✔	✔	Optional	
ReadyNAS Rackmount		✔		✔	✔	Optional	Optional***
ReadyDATA		✔		✔	✔	Optional	Optional***
ReadyNAS – RN100			✔		✔ (1)	Optional	

LEGEND
* Check product warranty terms for qualifications
** Apply only to qualified products purchased on or after June 1, 2014
*** Available for fully managed switches, wireless controllers, and select rackmount ReadyNDA and ReadyDATA systems
NBD - Next Business Day advanced delivery (a valid credit card is required as collateral)
Swap - Customer first ships back the defective unit to NETGEAR for exchange
(1) Phone & Chat for 90 days

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)

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CATEGORY 1

| Model | ProSUPPORT SKU (Term) | |
| | OnCall 24x7 | Onsite NBD |
	PMB0351 (5 Yrs.) PMB0331 (3 Yrs.) PMB0311 (1 Yr.)	PMP3131 (3 Yrs.)
FS108/P	o	NA
FS116	o	NA
FS116P	o	NA
FS526Tv2	o	NA
FS726T	o	NA
FS726TP	o	NA
FS728TLP	o	NA
FS728TP	o	NA
FS728TS	o	NA
FS750T2	o	NA
FS752TP	o	NA
FS752TS	o	NA
FVG318	o	NA
FVS318	o	NA
FVS318Gv2	o	NA
FVS318N	o	NA
FVS336G	o	NA
GS105/E/PE	o	NA
GS108E/P/PE	o	NA
GS108T	o	NA
GS110TP	o	NA
GS116	o	NA
GS116E	o	NA
GS116Ev2	o	NA
GS510TP	o	NA
GS516TP	o	NA
GS716T	o	NA
GS724T	o	NA
GS728TP	o	NA
GS728TPP	o	NA
GS728TPSB	o	NA
GS728TSB	o	NA
GS748T	o	NA
JFS516	o	NA
JFS524	o	NA
JFS524E	o	NA
JGS516	o	NA
JGS516PE	o	NA
JGS524	o	NA
JGS524E	o	NA
JGS524Ev2	o	NA
JGS524PE	o	NA
RN102xx	o	NA
RN104xx	o	NA
RNDU2xxx	o	NA
SRX5308	o	NA

CATEGORY 1

| Model | ProSUPPORT SKU (Term) | |
| | OnCall 24x7 | Onsite NBD |
	PMB0351 (5 Yrs.) PMB0331 (3 Yrs.) PMB0311 (1 Yr.)	PMP3131 (3 Yrs.)
SRXN3205	o	NA
WAC120	o	NA
WN203	o	NA
WN370	o	NA
WNAP210	o	NA
WNAP320	o	NA
WND930	o	NA
WNDAP350	o	NA
WNDAP360	o	NA
WNDAP6xx	o	NA
XS708E	o	NA

CATEGORY 2

| Model | ProSUPPORT SKU (Term) | |
| | OnCall 24x7 | Onsite NBD |
	PMB0352 (5 Yrs.) PMB0332 (3 Yrs.) PMB0312 (1 Yr.)	PMP3132 (3 Yrs.)
EDA500	o	NA
FSM5210P	o	o
FSM7226P	o	o
FSM7250P	o	o
GS724TP	o	NA
GS724TPS	o	NA
GS748TP	o	NA
GS748TPS	o	NA
GS748TS	o	NA
GS748TS3U	o	NA
GS752TP	o	NA
GS752TPS	o	NA
GS752TPSB	o	NA
GS752TS	o	NA
GS752TSB	o	NA
GS752TXS	o	NA
GS752TXSB	o	NA
GSM5212	o	o
GSM5212P	o	o
GSM7212F	o	o
GSM7212P	o	o
GSM7224P	o	o
GSM7224SK	o	o
GSM7224-200	o	o
GSM7226LP	o	o
RN312xx	o	NA
RN314xx	o	NA
RN316xx	o	NA
WMS5316	o	NA
XS712T	o	NA

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CATEGORY 3		
Model	**ProSUPPORT SKU (Term)**	
	OnCall 24x7	Onsite NBD
	PMB0353 (5 Yrs.) PMB0333 (3 Yrs.) PMB0313 (1 Yr.)	PMP3133 (3 Yrs.)
EDA2000	o	o
EDA4000	o	o
GSM7228PS	o	o
GSM7228S	o	o
GSM7248P	o	o
GSM7248SK	o	o
GSM7248-200	o	o
GSM7328FS	o	o
GSM7328S	o	o
RDD516	o	NA
RN516xx	o	NA
RN716x	o	NA
RN212xxx	o	NA
WC7520	o	o
WC7600	o	o

CATEGORY 4		
Model	**ProSUPPORT SKU (Term)**	
	OnCall 24x7	Onsite NBD
	PMB0354 (5 Yrs.) PMB0334 (3 Yrs.) PMB0314 (1 Yr.)	PMP3134 (3 Yrs.)
GSM7252PS	o	o
GSM7252S	o	o
GSM7352S	o	o
RD52xxxx	o	o
RN322xxx	o	o
RN422xxx	o	o
RN12Pxxxx	o	o
RN12Sxxxx	o	o
RN12Txxxx	o	o
XSM7224	o	o
XSM7224S	o	o

LEGEND	
NA	Not Applicable
o	Option for new purchase, extension or renewal

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