

Avocent® Hardware Maintenance Offerings and Customer Support Contacts For Dell EMC Products

Applies to the following APJ countries:

Australia, New Zealand, China, India, Hong Kong, Korea, Taiwan, Singapore, Malaysia, Thailand, Indonesia, Vietnam

The Avocent® hardware maintenance offering is available in Gold Coverage and Silver Coverage for a five-year period.¹ The standard warranty is 90 days but extends to three years with product registration.² The hardware maintenance includes return material authorization (RMA) with Advanced Replacement and phone support that varies by coverage. Hardware maintenance offers product updates, extended tech support and expedited product returns³ for DMPU108E, DMPU2016, DMPU4032, DAV2108, DAV2216 and DKMMLED185.

- Gold Coverage - 24/7 coverage of your hardware, next-business-day RMA⁴
- Silver Coverage - 8/5 coverage of your hardware, next-business-day RMA⁴
- Standard Three-Year Warranty (requires registration within 90 days) - 8/5 coverage of your hardware, next-business-day RMA⁴

Program Overview

Avocent Hardware Products for Dell EMC Warranty	Standard Coverage	Silver Coverage	Gold Coverage
Term Length Maximum of 5 years	3 years with product registration ²	Extends total warranty period to 5 years	Extends total warranty period to 5 years
Telephone Access	Standard Access (8/5)	Standard Access (8/5)	Anytime Access (24/7)
Hardware Replacement	Advanced Replacement - Next-business-day RMA ⁴	Advanced Replacement - Next-business-day RMA ⁴	Advanced Replacement - Next-business-day RMA ⁴
Response Time	Within 24 hours	Based on severity level: 1, 2 = 4 hours 3, 4 = 12 hours	Based on severity level: 1, 2 = 2 hours 3, 4 = 8 hours
Follow-Up Time	Within 5 days	Based on severity level: 1 = Every 8 hours 2 = Every 2 days 3, 4 = Every 5 days	Based on severity level: 1 = Every 4 hours 2 = Daily 3, 4 = Every 3 days

Additional Detail of Severity

Severity Level	Description	Examples
1	Complete loss of service for all users. Causes direct revenue loss.	This affects a large group of customers or causes direct revenue loss.
2	Limited loss of service. No acceptable work-around available. Operations can continue in a limited fashion. * Does not cause direct revenue loss	Many customers are not able to use an application but can perform other work-related duties. An application is down but this does not directly lead to revenue loss.
3	Minor impact to limited functionality. Functional via work-around. Inconvenience.	Minimal effect on productivity. A problem that affects an individual user but there is an alternative.
4	No loss of service. Request for information.	"How To" questions. Requests for information.

¹ Not all maintenance offerings are available in all regions.

² Products may be registered from the Support tab on VertivCo.com. Government customers excluded from registration requirement

³ Avocent will pay all the shipping costs for returning the faulty unit and for sending the replacement unit. You will be notified of the return shipping details at the time the RMA is issued

⁴ Reasonable efforts will be made to ship same day for requests received by 2:00 p.m. Circumstances such as customs, duties, tariffs and receipt mechanisms at customer locations may affect actual delivery time.

Customer Support Contacts

The following numbers are available for hardware under maintenance, hardware under standard warranty, and out-of-warranty hardware customers. For Gold level hardware and software maintenance plans, 24/5 English-only support can be obtained by calling the following US Toll support number: +1 256 217 1175 Monday to Friday. For Gold level hardware and software maintenance plans requiring Weekend Support, support can be obtained in English only by calling our Answering Service US Toll support number: +1 941 957 7969 where an English-speaking Customer Service Representative will collect your details and forward them to our on call Technician.

Once you have registered your product from the Support tab on VertivCo.com, you can also request support from the following email address:

Support.Avocent@VertivCo.com

Asia Pacific

APAC
Avocent Products and Services
151 Lorong Chuan, Lobby D, #05-04, New Tech Park,
Singapore 556741

Location	Available Language ¹	Local Coverage in Language (Excludes Holidays) ²	Contact Information
Australia	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	1-800-614-901
New Zealand	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-451280
China	Mandarin	Mon-Fri 9:00 a.m. to 5:30 p.m.	4008-876510
India	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	000-800-001-6151
Hong Kong	Mandarin or English	Mon-Fri 9:00 a.m. to 5:30 p.m.	800-966160
Korea	English only	Mon-Fri 9:00 a.m. to 5:30 p.m.	00-798-14-800-7879
Taiwan	Mandarin	Mon-Fri 9:00 a.m. to 5:30 p.m.	00801-136091
ASEAN			
Singapore	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	800-1205307
Malaysia	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	1 800-814844
Thailand	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	1 800-12-066-6732
Indonesia	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	007803-011-0248
Vietnam	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	120-11066

Support numbers can be called during local hours as shown.

¹ Additional languages may be available during specific hours.

² Standard Warranty / Out-of-Warranty support will be unavailable during local in-country holidays.

For more information about our Avocent Service programs for Dell EMC, please contact your local Dell EMC representative.