

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

Applies to the following EMEA countries:

Austria, Belgium, France, Germany, Italy, Luxembourg, Netherlands, Spain, Sweden, Switzerland, UK, Czech Republic, Denmark, Finland, Norway, Portugal, Ireland, Poland

The Avocent® hardware maintenance offering is available in Gold Coverage and Silver Coverage for four- or five-year periods.<sup>1</sup> The standard warranty is 90 days but extends to three years with product registration.<sup>2</sup> 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 returns<sup>3</sup> for DMPU108E, DMPU2016, DMPU4032, DAV2108, DAV2216 and DKMMLED185.

- Gold Coverage - 24/7 coverage of your hardware, next-business-day RMA<sup>4</sup>
- Silver Coverage - 8/5 coverage of your hardware, next-business-day RMA<sup>4</sup>
- Standard Three-Year Warranty (requires registration within 90 days) - 8/5 coverage of your hardware, next-business-day RMA<sup>4</sup>

## Program Overview

Avocent Hardware Products for Dell EMC Warranty	Standard Coverage	Silver Coverage	Gold Coverage
<b>Term Length</b> Maximum of 5 years	3 years with product registration <sup>2</sup>	Extends total warranty period to 4 or 5 years	Extends total warranty period to 4 or 5 years
<b>Telephone Access</b>	Standard Access (8/5)	Standard Access (8/5)	Anytime Access (24/7)
<b>Hardware Replacement</b>	Advanced Replacement - Next-business-day RMA <sup>4</sup>	Advanced Replacement - Next-business-day RMA <sup>4</sup>	Advanced Replacement - Next-business-day RMA <sup>4</sup>
<b>Response Time</b>	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
<b>Follow-Up Time</b>	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.

<sup>1</sup> Not all maintenance offerings are available in all regions.

<sup>2</sup> Products may be registered from the Support tab on VertivCo.com. Government and European customers excluded from registration requirement

<sup>3</sup> Avocent will pay all shipping costs for the replacement unit to be sent to you, as well as for the cost of returning the faulty unit. You will be notified of the return shipping details at the time the RMA is issued

<sup>4</sup> 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

### Europe

EMEA Headquarters  
Avocent Products and Services  
Avocent House, Shannon Free Zone, Shannon,  
County Clare, Ireland

Location	Available Language <sup>1</sup>	Local Coverage in Language (Excludes Holidays) <sup>2</sup>	Contact Information
UK	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	0-808-234-3473
France	French	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-911955
Germany	German	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-5888162
Switzerland	French, German, English	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-556192
Belgium	French, English	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-76731
Austria	German	Mon-Fri 9:00 a.m. to 5:30 p.m.	0800-291393
Ireland	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	1-800-657563
Denmark	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	8088-5123
Norway	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	800-14295
Sweden	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	020-791650
All other EMEA countries	English	Mon-Fri 9:00 a.m. to 5:30 p.m.	+ 353 61 715292

Support numbers can be called during local hours as shown.

<sup>1</sup> Additional languages may be available during specific hours.

<sup>2</sup> 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.