



QCT SLA Reference

Revision #:	1.3
Date:	2016/6

QCT SLA ID Reference

Service Points of Contact

Phone Support:

- 510 270 6216
- 855 QCT 6878 EXT 6216

Email: support@quantaqct.com

Portal: <http://isrv.quantaqct.com/>
Basic Warranty Notes:

- SLA3A101 included with hardware purchase price.
- 3 Year Entitlement
 -1st Year Adv. Parts
 -Remainder of term: defective parts must be returned to QCT prior to parts replacement
- RMA Service for US Mainland only (Call for Global RMA)
- 5x9 Help Desk (9-6, M to F, PST time, exclu. QCT/Quanta holidays)
- Initial 60 Day DOA period
- Access to iSRV Portal for prompt RMA Service (Direct and Channel partners only.)

ARS Warranty Notes:

- Advanced Shipping of component part(s)
- Choice of Ground Shipping or Standard Overnight
- ARS RMA for US Mainland only (Call for Global RMA)
- 5x9 Help Desk (9-6, M to F, PST time, exclu. QCT/Quanta holidays)
- Initial 60 Day DOA period
- Access to iSRV Web Portal for prompt RMA Service (Direct and Channel partners only.)
- Defective parts must be returned within 10 business days upon RMA parts receipt; or subject to full parts price re-stocking fee.

Basic Hardware Warranty

Replacement Type	3yr Basic HW Warranty -Ground-	4yr Basic HW Warranty -Ground-	5yr Basic HW Warranty -Ground-
Component Level	SLA3A101	SLA4A101	SLA5A101
Component & L6 Chassis	SLA3A152	SLA4A151	SLA5A151
Network Switch	SLA3A152	SLA4A151	SLA5A151

Advance Replacement Service (ARS)

Replacement Type	3yr Advance Warranty -Ground-	4yr Advance Warranty -Ground-	5yr Advance Warranty -Ground-
Component Level	SLA3A102	SLA4A102	SLA5A102
Component & L6 Chassis	SLA3A151	SLA4A152	SLA5A152
Network Switch	SLA3A151	SLA4A152	SLA5A152

Advanced Overnight Replacement Service*

Replacement Type	3yr Advance Warranty -Standard Overnight-	4yr Advance Warranty -Standard Overnight-	5yr Advance Warranty -Standard Overnight-
Component Level	SLA3A141	SLA4A141	SLA5A141
Component & L6 Chassis	SLA3A161	SLA4A161	SLA5A161
Network Switch	SLA3A161	SLA4A161	SLA5A161

(*For overnight replacement parts service, all requests for parts must be placed before 12pm PST.)