

This Product Scope of Support Terms and Conditions Document (“T&C Document”) sets forth the terms under which ANTLabs Pte Ltd, (“ANTlabs”) upon Customer’s payment of applicable fees and successful registration for support, will provide technical support and hardware repair and/or replacement services to Customer for SG 5 products (“Product”), either directly or indirectly through ANTLabs authorized service representatives. This T&C Document should be read in conjunction with the **Product Support Agreement** and the **Product Support Policies and Procedures** documents. ANTLabs, at its sole discretion, may change this policy at any time. The most current version of this Procedure Document can be found on ANTLabs Support Portal.

## Product Scope of Support Terms and Conditions

### 1 Definitions

In all Product support matters, the following definitions shall apply:

1. **Product Support Agreement:** Refers to the specific details of the support agreement between ANTLabs and the Customer, defining Type of Coverage, Customer information, and SG 5 product information.
2. **Product Scope of Support:** This document explains the different available support plans available and the scope of the support coverage offered by each plan.
3. **ANTlabs Support Portal:** Refers to <https://www.antlabs.com/support>
4. **Support Contact:**
  - a. **Phone:**
    - i. **SG:** +65-6100-SUPP (+65-6100-7877)
    - ii. **US:** +1-858-2175147
  - b. **Email:** tech-support@antlabs.com
5. **Accessories.** The following are support accessories:
  - a. Account Printer AP3100
  - b. 10 Gb Network Cards
  - c. SG 5 - SFP+ Multi-mode SR Connectors
  - d. SG 5 - SFP+ Single-mode LR Connectors
  - e. SG 5 - SFP+ Copper RJ-45 10GbE Transceiver Connectors
  - f. SG 5 – Sliding Rails Mounting Kit (Only available for SG Express 5200)

### 2 Standard Product Warranty

For customers that purchase ANTLabs products, it comes with a product warranty, which varies based on product series. This assurance represents our commitment to providing high-quality products and services, giving peace of mind to our customers.

For SG Express 5100 Products, this Product Warranty (1<sup>st</sup> Year Hardware Care) consists of:

- Standard HW RMA

For SG Express 5200 Products, this Product Warranty (1<sup>st</sup> Year Hardware Care) consists of:

- Advanced HW RMA

For SG Pro 5400 Product, this Product Warranty (5 Years Hardware Care) consists of:

- NBD On-Site HW Servicing

N.B: For SG 5 Express 5100, 5200 and Pro 5400 Products, Extended Product Warranty must be purchased separately.

### 2.1.1 Standard Product Warranty Start Date

The start date of the product warranty the determined based on the following parameters:

1. The product shipment/delivery date (**DO date**)
2. Activation Date (**OA date**)

Product Models	Conditions	Product Warranty Start Date
SG 5	Products with Activation - OA date <= 90 days of DO Date	OA date
	Products with Activation OA date > 90 days of DO Date	DO date + 90 days

### 3 Extended Product Warranty & Support Options

The following are the available Extended Warranty and Support options that can be separately purchased together with the Product.

Maintenance Packages	24 x 7 Phone Support	24 x 7 Email Support	Standard HW RMA	Advanced HW RMA	NBD Onsite HW Servicing <sup>1</sup>
SG Express 5100 (Hardware Care)	√	√	√	-	-
SG Express 5200 (Hardware Care)	√	√	-	√	-
SG Pro 5400 (Hardware Care)	√	√	-	-	√

<sup>1</sup> refer to Appendix B for the list of supported countries.

## 4 Support Plans

The following provides descriptions of the available support plans available for the SG 5:

### 4.1 SG 5 Support Plans

All support plans come with:

- 24 x 7 phone support
- 24 x 7 email support

#### 4.1.1 SG Express 5100 Hardware Care (annual plan)

This yearly maintenance plan provides additional 1 year of extended hardware warranty. Customer can purchase multiple Hardware care plans to extend the hardware warranty from the standard 1 year up to a maximum of 5 years.

Hardware warranty includes:

- Standard HW RMA. This extended warranty does not cover the power adapter.

#### 4.1.2 SG Express 5200 Hardware Care (annual plan)

This yearly maintenance plan provides additional 1 year of extended hardware warranty. Customer can purchase multiple Hardware care plans to extend the hardware warranty from the standard 1 year up to a maximum of 5 years.

Hardware warranty includes:

- Advanced HW RMA

#### 4.1.3 SG Pro 5400 Hardware Care (annual plan)

This yearly maintenance plan provides additional 1 year of extended hardware warranty. Customer can purchase multiple Hardware care plans to extend the hardware warranty from the standard 5 years to a maximum 7 years.

Hardware warranty includes:

- NBD Onsite HW Servicing (Refer to Appendix B for list of supported countries)

## 5 Support Components

### 5.1 Phone Support (24 x 7)

ANTlabs will provide telephone support for any Product covered by this T&C Document. Such support will consist of responding to trouble calls as reasonably required to make the Product perform as described in the current product specifications. Customer support will be provided in accordance with ANTLabs' support policies that are found in the document Product Support Policies and Procedures.

All support cases are handled directly by trained support engineers:

- Phone: +65 6100-SUPP (+65 6100-7877)
- For US Customer: +1-858-217-5147

### 5.2 Email Support (24 x 7)

ANTlabs will provide support via email (tech-support@antlabs.com) for any Product covered by this T&C Document.

### 5.3 Standard Hardware (HW) RMA

Under this option, the customer can report a faulty hardware unit to ANTLabs support. Upon confirmation of the hardware fault, the standard RMA process will be triggered. A replacement unit will be shipped out to the customer on the next business day (Singapore Time) after ANTLabs receives the faulty unit<sup>1</sup>. The replacement unit may be new or refurbished at the discretion of ANTLabs.

The customer is responsible for backing up, properly storing configuration files, and implementation of those setting on the replacement hardware. The replacement system will be new or refurbished at the discretion of ANTLabs.

ANTlabs will use reasonable effort to ship out the replacement unit. However, response time may vary, subject to local customs regulations or replacement unit availability.

### 5.4 Advanced Hardware (HW) RMA

This is an enhancement to standard hardware RMA, which improves the turn-around time for the customer.

Under this option, the customer can report a faulty hardware unit to ANTLabs support. Upon confirmation of the hardware fault, the RMA process will be triggered. A replacement unit will be shipped out to the customer on the next business day (Singapore) after ANTLabs receives the completed signed RMA request form before 16:00 (Singapore Time) Monday to Friday<sup>1</sup>. The replacement unit may be new or refurbished at the discretion of ANTLabs.

The customer is responsible for backing up, properly storing configuration files, and implementation of those setting on the replacement hardware. The replacement system will be new or refurbished at the discretion of ANTLabs. RMA unit receives a thirty (30) day hardware warranty or the remainder of the original hardware warranty or active maintenance contract, whichever is longer.

The faulty unit must be returned to ANTLabs authorized distributor within twenty (20) days. If not, the full purchase price will be charged to the customer.

### 5.5 NBD (Next Business Day) Onsite Servicing

This is an advanced hardware replacement/servicing option whereby replacement parts and our support engineer are sent to the customer site on the next business day upon confirmation of RMA. This support option can place a certified engineer at the customer's location the next business day (local), after completion of troubleshooting when ANTLabs support accepts and logs a system hardware fault before 15:00 (local time) Monday to Friday, subject to parts availability. Service is performed on-site at the customer's location and is available Monday - Friday from 9:00 to 17:00 excluding normally observed local holidays.

The End User information (customer name, address, contact number) must be present to activate this level of RMA. Refer to the ANTLabs Support Portal or [Appendix A](#) for a sample of the form. Incorrect or incomplete information about the End User will result in this service delivery and may affect the promised service level agreement.

In addition, this level of RMA service is only applicable to products purchased in the specific supported countries and will not apply to parallel-imported units. For example, for a unit purchased in the US, onsite support can only be provided to an address in the US. Refer to ANTLabs Support Portal or Appendix B for the most current list of supported countries. For countries not in the supported list, the support level will fall back to the Hardware RMA (replacement) option detailed above.

All claims filed for hardware units that fail will be repaired at the discretion of ANTLabs. RMA parts/components receive a sixty (60) day hardware warranty or the remainder of the original hardware warranty or active maintenance contract, whichever is longer.

## 6 Accessories Support

Accessories with one (1) year hardware warranty from the date of Delivery Order (DO).

- a. Account Printer AP3100
- b. Power Adapters (SG Express 5100)

Accessories with warranty that follows the hardware warranty of the main appliance.

- a. 10 Gb Network Cards

Accessories with Damaged/ Dead on Arrival policy - If on delivery to you. the product packaging has obvious damage or upon opening the packaging, the product is found to have sustained physical damage or shows symptoms of a hardware failure

- b. SG 5 - SFP+ Multi-mode SR Connectors
- c. SG 5 - SFP+ Single-mode LR Connectors
- d. SG 5 - SFP+ Copper RJ-45 10GbE Transceiver Connectors

Any hardware failures, replacement, or repair is performed via the Returns Material Authorization (RMA) procedure.

## 7 Recertification/Health Check

Requests for maintenance on Products purchased from sources other than an ANTLabs Authorized Reseller or directly from ANTLabs, or where maintenance has lapsed on the Product for more than sixty (60) days, will first be subject to a health check and inspection by an ANTLabs representative at the rate of US\$250 per unit payable to ANTLabs. The inspection will determine if the unit is in a maintainable state and eligible for coverage.

Once the unit has passed inspection, a maintenance contract and additional services may be purchased at the current published rates. The customer is also required to purchase maintenance support at the then-current standard maintenance fee pro-rated for the time period during which no maintenance was in effect.

After completing the purchase of maintenance, software subscription and support will take up to five (5) days to be reflected on the system while hardware warranty support may take up to fourteen (14) days to take effect.

## 8 Restrictions

Services provided by ANTLabs under this Agreement are limited to the covered Product and are contingent upon the Customer's proper use of the Product in the application for which it was designed. ANTLabs will not be obligated to provide any service or to correct any malfunction, damage, or other problem if the product: (a) has been altered, except by ANTLabs or an ANTLabs-designated representative or in accordance with ANTLabs instructions, (b) has not been installed, operated, repaired, or maintained in accordance with ANTLabs instructions, (c) has been subjected to abnormal physical or electrical stress, misuse, negligence or accident, (d) has been operated outside of the environmental specifications for the Product or (e) is related to the configuration of Customer's network beyond that necessary to the use or installation of the Product.

ANTlabs reserves the right to limit or terminate development support (including error correction services) of any product version one (1) year after the date of release of a subsequent Product version in accordance with its end-of-life (EOL) policies. The foregoing restriction shall apply even if the Customer elects to install a Product version other than the then-currently shipping version of the Product.

## 9 Limitation of Liability and Disclaimer of Warranty

ANTlabs' sole obligation and liability hereunder is for the service and repair of the Products covered under this Agreement. ANTLabs will have no further obligation or liability beyond such service and repair. IN NO EVENT WILL ANTLabs BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF USE, DATA, PROFIT, OR BUSINESS, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER ARISING FROM AN ACTION OF CONTRACT, TORT OR OTHER LEGAL THEORY. ANTLabs LIABILITY FOR DAMAGES FOR ANY CAUSE, WHATSOEVER, AND REGARDLESS OF THE FORM OF ACTION (IN CONTRACT OR TORT) WILL BE LIMITED TO THE SERVICE FEE ACTUALLY PAID UNDER THIS AGREEMENT. ANTLabs

DISCLAIMS ALL WARRANTIES HEREUNDER, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE OR USE.

## **10 General Provisions**

### **10.1 Non-Assignment and Non-Transferability**

The customer may not transfer its support agreement to a third party without ANTI Labs' prior written consent. Support agreement entitlements are not transferable between products or customers. A support agreement cannot be transferred from one product to provide coverage on another product unless this transfer is in connection with an RMA replacement. Support agreements do not transfer with product title transfers between Customer and any third party without the prior written consent of ANTI Labs and payment of a re-certification fee.

### **10.2 Force Majeure**

ANTI Labs will exercise reasonable efforts to meet its obligations hereunder, but will not be liable or in default under this Agreement due to the delays in delivering materials or furnishing services resulting from any cause beyond its reasonable control including, but not limited, to acts of God, weather, strikes, labor disputes, transportation difficulties, and/or any other cause whatsoever.

### **10.3 Governing Law**

All controversies regarding these terms and conditions will be governed by and construed in accordance with the laws of the Republic of Singapore, without regard to its conflicts of law rules.

### **10.4 Term and Termination**

The support agreement shall enter into effect on the date of purchase of the Support (as written on the Support agreement). The minimum support contract period is 12 months.

### **10.5 Amendments**

No modification or claimed waiver of any provision of the support agreement shall be valid except by a written amendment signed by authorized representatives of Customer and ANTI Labs.

### **10.6 Waiver of Contractual Rights**

Waiver of any provision herein shall not be deemed a waiver of any other provision herein, nor shall waiver of any breach of the support agreement be construed as a continuing waiver of other breaches of the same or other provisions of the support agreement.

### **10.7 Severability**

If any provision or provisions of the support agreement shall be held to be invalid, illegal, unenforceable, or in conflict with the law of any jurisdiction, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

## 10.8 Entire Agreement

The support agreement constitutes the entire agreement of the parties and supersedes all prior communications, understandings, and agreements relating to the subject matter hereof, whether oral or written.



**Appendix A**

Form SA05

Ref No : SACIF -   -   -

**Customer Information Form**

The information provided in this document is for product registration purpose and allow ANTI labs to provide relevant support to valid ANTI labs hardware. All Purchase Orders to ANTI labs must attach this form with full customer information.

ANTI labs will handle the information given in this document on a strictly confidential basis.

Purchase Order No : \_\_\_\_\_

**A: End-Customer Information**

Company Name : \_\_\_\_\_

Company Address : \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Country / State : \_\_\_\_\_

Contact Person : \_\_\_\_\_

Title / Position : \_\_\_\_\_

Contact Number : (      ) \_\_\_\_\_

Fax Number : (      ) \_\_\_\_\_

Email Address : \_\_\_\_\_

Hardware Serial No : \_\_\_\_\_ (For purchasing of software module)

**B: For Internal Use Only**

Received and Acknowledged by : \_\_\_\_\_

\_\_\_\_\_  
Name / Signature

\_\_\_\_\_  
Date / Time

## Appendix B

### NBD Onsite HW Servicing supported countries

ANTlabs will have no obligation to provide Support Services concerning Equipment that is outside the Service Area.

“Service Area” means a location that is within (i) one hundred (100) drivable miles of an ANTI labs service location; and (ii) the same country as the ANTI labs service location, unless otherwise defined in your governing agreement with ANTI labs, in which case the definition in the governing agreement prevails.

Do contact your account manager to verify if your address is within the Service Area.

Americas				EMERA				APJ			
1	Antigua & Barbuda	22	Honduras	1	Austria	22	Iraq	43	Portugal	1	Australia
2	Argentina	23	Jamaica	2	Algeria	23	Ireland	44	Qatar	2	Bangladesh
3	Aruba	24	Mexico	3	Angola	24	Israel	45	Romania	3	Brunei
4	Bahamas	25	Nicaragua	4	Bahrain	25	Italy	46	Russia	4	China
5	Barbados	26	Panama	5	Belgium	26	Jordan	47	Saudi Arabia	5	Hong Kong
6	Bermuda	27	Paraguay	6	Botswana	27	Kazakhstan	48	Serbia	6	India
7	Bolivia	28	Peru	7	Bulgaria	28	Kenya	49	Slovakia	7	Indonesia
8	Brazil	29	Puerto Rico	8	Cote D'Ivoire	29	Kuwait	50	Slovenia	8	Japan
9	British Virgin Islands	30	Suriname	9	Croatia	30	Latvia	51	South Africa	9	Macau
10	Canada	31	Trinidad & Tobago	10	Czech Republic	31	Libya	52	Spain	10	Malaysia
11	Cayman Islands	32	United States	11	Denmark	32	Lithuania	53	Sweden	11	New Zealand
12	Chile	33	US Virgin Islands	12	Egypt	33	Luxembourg	54	Switzerland	12	Philippines
13	Columbia	34	Uruguay	13	Estonia	34	Monaco	55	Tanzania	13	Singapore
14	Costa Rico	35	Venezuela	14	Ethlopia	35	Morocco	56	Tunisia	14	South Korea
15	Dominica			15	Finland	36	Mozambique	57	Turkey	15	Sri Lanka
16	Dominican Republic			16	France	37	Namibia	58	Uganda	16	Taiwan
17	Ecuador			17	Germany	38	Netherlands	59	Ukraine	17	Thailand
18	El Salvador			18	Ghana	39	Nigeria	60	United Arab Emirates	18	Vietnam
19	Grenada			19	Greece	40	Norway	61	United Kingdom		
20	Guatemala			20	Hungary	41	Oman	62	Vatican City/ Holy See		
21	Guyana			21	Iceland	42	Poland				