SALES BRIEF

ATTO Technology Warranty Programs

ATTO Technology, Inc. warranty and support programs enable solution providers to create a comprehensive service contract that better meets the end-user's service-level agreement requirements.

Our strength lies in the experience and expertise of our personnel, and in our team approach to providing timely technical support and problem solving. The customer support you have come to expect from ATTO is now available in an extended warranty program that ensures your valuable assets are protected.

Standard Warranty

Every unit shipped includes a minimum of one year support. The chart below provides specific details by product line.

	XstreamCORE 7600/8200/8200T	XstreamCORE 8100T
Standard Warranty	2 Years	3 Years
Returns	30 Days	30 Days
Technical Support	M-F 8AM to 6PM EST	M-F 8AM to 6PM EST
Repair/Replacement	5-10 Days from time of receipt of defective material	5-10 Days from time of receipt of defective material
Software Updates	Unlimited	Unlimited

	HBAs, NICs, and ThunderLinks
Standard Warranty	3 Years
Returns	30 Days
Technical Support	M-F 8AM to 6PM EST
Repair/Replacement	5-10 Days from time of receipt of defective material
Software Updates	Unlimited

Extended Warranty

ATTO provides customers with an option to extend product coverage for up to a total of five years. Customers may upgrade their existing warranty* within 90 days of purchase.

Part #		
SER1-WAR5-000	Extended Warranty for XstreamCORE Bridges - XC7600 / XC8200 / XC8200T	5 years
SER2-WAR5-000	Extended Warranty for SAS/SATA, NVMe Adapters, Ethernet NICs and ThunderLink Adapters	5 years
SER3-WAR5-000	Extended Warranty for XstreamCORE Bridges - XC8100T, Celerity FC HBAs	5 years

Advanced Replacement

Advanced Replacement allows customers to receive replacement product prior to shipping back defective products to ATTO with a valid extended warranty with Advanced Replacement support program.

Part #		
SER1-APR5-000	Extended Warranty - Advanced Replacement Guarantee for XstreamCORE Bridges - XC7600 / XC8200 / XC8200T	5 years
SER2-APR5-000	Extended Warranty - Advanced Replacement Guarantee for SAS/SATA, NVMe Adapters, Ethernet NICs and ThunderLink Adapters	5 years
SER3-APR5-000	Extended Warranty - Advanced Replacement Guarantee for XstreamCORE Bridges - XC8100T, Celerity FC HBAs	5 years

Extended Warranty Advanced Replacement	5 Years
Returns	30 Days
Technical Support	M-F 8AM to 6PM EST
Replacement	Replacement unit or part ships overnight next business day
Software Updates	Unlimited

*All extended warranty plans are available for purchase directly from ATTO on our webstore: shop.atto.com/collections/warranty-plans-1

About ATTO

ATTO Technology has been a global leader across the IT and media & entertainment markets for over 35 years, specializing in network and storage connectivity and infrastructure solutions for the most data-intensive computing environments. ATTO works with partners to deliver end-to-end solutions to better store, manage and deliver data.

All trademarks, trade names, service marks and logos referenced herein belong to their respective companies.

Returns

Products may be returned with an approved RMA within 30 days of original product shipment. Customer is responsible for return shipping costs as well as items lost or damaged. Credits will only be approved upon receipt of undamaged product.

Technical Support

Our goal is to provide customers with the quickest possible response to their technical support needs. Our website provides important troubleshooting information, instructional videos and tips to help answer your questions and concerns.

www.atto.com/support

ATTO's highly qualified and experienced team can be reached via phone or email:

716.691.1999
techsupp@atto.com

Repair/Replacement

- Customers can submit replacement/repair requests through the ATTO technical support team.
- Approved RMA required prior to shipping defective product back to ATTO.
- Customer is responsible for return shipping costs as well as items lost or damaged in transit. Customer may be responsible for importation costs, brokerage fees, import duties and taxes.
- Every effort will be made to ship replacements within 5 – 10 business days of confirmation of receipt of physical product with a valid support program.
- Replacement condition will be in new or like new condition.
- Replacement/repaired product will be shipped standard two-day business. Delivery times may vary due to customs and regulations that are outside of the control of ATTO Technology.

Software Updates and Downloads

The latest software and downloads for ATTO products are available on our website:

www.atto.com/downloads

Warranty Information

Products manufactured and sold by ATTO Technology, Inc. ("ATTO") shall be free from defects in material and workmanship for the duration of the warranty period.

For the latest warranty information and to read our complete Product Warranty Statement visit:

www.atto.com/support/warranty