Asterfusion RMA Process and Warranty Policy

To ensure efficient resolution of issues encountered during device operation, Asterfusion provides the following updated RMA (Return Material Authorization) process and warranty policy.

1. Warranty Policy

1.1 Hardware Warranty (2 Years Standard)

All Asterfusion hardware products include a **2-year hardware warranty** starting from the delivery date. This warranty covers natural hardware failures or product defects not caused by user-induced damage.

1.2 Software Terms

AsterNOS (SONiC Enterprise Software) is **preloaded with a perpetual license included**.

Asterfusion provides:

- **1-year free major version upgrades**
- After the first year, **major version upgrades are available via an annual subscription at 10% of the system price**

Software support during the first year includes:

- Technical support
- Bug fixes and patches
- Software upgrades

2. Initial Troubleshooting (Email Support)

When a device issue occurs, customers should contact their Asterfusion sales manager or submit a ticket via the support portal:

https://help.cloudswit.ch/portal/en/home

Our team will assist with:

- Log collection
- Configuration verification
- Preliminary issue analysis

3. Advanced Diagnostics (Remote Access / Online Meeting)

If the issue cannot be resolved via email, Asterfusion will arrange remote access or an online session for real-time diagnostics and root cause analysis.

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4. Hardware Issue Diagnosis and Handling

4.1 Non–User-Induced Hardware Failure (Within Warranty)

If the issue is confirmed as a non-user-induced hardware failure, Asterfusion will provide **free repair or replacement**.

Process:

1. Customer ships the device or Asterfusion arranges collection
2. Inspection and repair completed within **20 calendar days**
3. Device is returned immediately after repair

An official **RMA Repair Report** will be provided, including:

- Root cause analysis
- Diagnostic results
- Repair actions
- Parts replaced (if applicable)
- Technical recommendations

4.2 User-Induced Damage (Out of Warranty Scope — Chargeable)

The following conditions are considered **user-induced damage** and are not covered under warranty:

- Improper insertion/removal causing port damage
- Power issues due to non-compliant power supply or cabling
- Unauthorized disassembly, repair, or modification
- Unauthorized hardware upgrades (e.g., adding memory, NVMe SSDs, or other components) leading to system instability or failure
- Incorrect firmware flashing or upgrade failure
- Boot failure due to improper operations
- Physical damage (drop, impact, water damage)
- Lightning damage without proper grounding
- Deployment in non-compliant environments

Process:

1. Customer ships the device
2. Inspection completed within **10 working days**
3. Quotation provided → customer confirmation → repair begins
4. Device returned after repair

Repair report available upon request.

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5. Software Issues (Within Support Period)

For software-related issues within the support period, Asterfusion provides:

- Remote troubleshooting
- Bug fixes and patches
- Upgrade guidance

No device return is required.

6. Logistics and Tracking

Tracking numbers will be provided for all shipments, allowing real-time monitoring of repair and logistics status.

7. Post-Warranty Policy

7.1 Hardware Warranty Extension

Standard warranty: 2 years

Extended warranty pricing:

- 3rd year: **4% of system price**
- 4th year: **5%**
- 5th year: **6%**
- Thereafter: **10% annually**

⚠ If warranty coverage lapses, **back payment is required before reactivation**.

If extended warranty is not purchased:

- Repairs become chargeable
- Inspection and replacement parts are billed separately

7.2 Software Support Extension

After the first year:

- Major version upgrades require **10% annual subscription (system-based)**

Without subscription:

- Bug fixes and security patches may still be provided
- Technical support, troubleshooting, and upgrades are no longer included

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8. Conclusion

Asterfusion is committed to providing efficient, transparent, and reliable support.

This policy ensures fast issue resolution, minimized downtime, and optimal system performance.

For any inquiries, please contact Asterfusion Technical Support:

https://help.cloudswit.ch/portal/en/home

We appreciate your trust in Asterfusion.

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