ASTERFUSION TECHNICAL SUPPORT, RMA & WARRANTY POLICY

Comprehensive Support Services, Return Material Authorization & Post-Warranty Terms

To ensure efficient and timely resolution of issues encountered during device operation, Asterfusion provides the following Technical Support, 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 Upgrades:** Major version software upgrades included at no extra cost.
- **Subscription After Year 1:** Major version upgrades are available via an annual subscription at 10% of the system price.

Software support during the first year includes:

- **Technical Support:** Dedicated assistance from Asterfusion technical team.
- **Bug Fixes & Security Patches:** Free access to bug fixes, software patches, and security updates throughout the device's operational lifecycle.
- **Software Upgrades:** Access to feature releases and system improvements.

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:

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> **Support Portal:** https://help.cloudswit.ch/portal/en/home

Our support 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 support, Asterfusion will arrange remote access or an interactive online session for real-time diagnostics and comprehensive root cause analysis.

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.

Standard RMA Repair Process:

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

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 and Improper Handling (Out of Warranty – Chargeable)

The following conditions are considered user-induced damage, improper handling, or unauthorized intervention and are **not covered under the standard warranty. Any inspection, repair, or replacement required as a result will be chargeable.**

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- **Unauthorized Disassembly or Broken Warranty Seal:** Opening the device chassis, removing its cover, or breaking, removing, or tampering with the original manufacturer's warranty seal without prior written authorization from the manufacturer will automatically void the warranty, even if no visible hardware damage is found. This restriction does not apply to disassembly or seal removal explicitly authorized by the manufacturer.
- **Unauthorized Repair or Modification:** Repairs, component replacement, soldering, rewiring, or physical modifications performed without the manufacturer's authorization.
- **Unauthorized Hardware Additions:** Installing or replacing hardware components (e.g., memory modules, NVMe SSDs, network cards, or other internal components) without manufacturer approval, resulting in instability or hardware failure.
- **Port and Connector Damage:** Improper insertion or removal of transceivers, cables, or other connectors; forced connections; or physical damage to ports and interfaces.
- **Power Supply and Cabling Issues:** Device failure caused by non-compliant power supplies, incorrect voltage, improper power connections, incorrect cabling, or electrical surges.
- **Improper Installation or Operation:** Damage or failure resulting from incorrect installation, improper handling, failure to follow operating instructions, or other unauthorized operational procedures.
- **Firmware and Software Misconfiguration:** Device failure caused by incorrect firmware flashing, unauthorized software modifications, unapproved upgrades, or improper configuration.
- **Improper Boot or Recovery Procedures:** Boot failures or system damage resulting from incorrect startup, shutdown, reset, recovery, or firmware update procedures.
- **Physical Damage:** Damage caused by dropping, impact, crushing, excessive force, mishandling, or other external physical causes.
- **Liquid or Contamination Damage:** Damage caused by water, liquid spills, dust accumulation, corrosion, foreign objects, or other contamination resulting from improper handling or maintenance.
- **Lightning or Electrical Damage:** Electrical damage resulting from inadequate grounding, insufficient lightning protection, or improper electrical installation.

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- **Environmental Non-Compliance:** Device failure caused by operation, storage, or deployment outside the manufacturer's specified temperature, humidity, ventilation, or other environmental requirements.
- **Other User-Induced Damage:** Any other hardware or functional failure directly attributable to improper use, negligence, mishandling, unauthorized intervention, or failure to follow the manufacturer's instructions.

All cases will be subject to inspection and confirmation by the manufacturer. The manufacturer reserves the right to determine whether the reported failure falls outside the scope of standard warranty coverage..

Chargeable Repair Process:

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

Note: Repair report is available upon request.

5. Software Issues (Within Support Period)

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

- **Remote Troubleshooting:** Direct technical guidance and session diagnosis.
- **Bug Fixes & Patches:** Targeted hotfixes and maintenance updates.
- **Upgrade Guidance:** Assistance with software migration and feature deployment.

Note: No device return is required for software support handling.

6. Logistics and Tracking

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

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7. Post-Warranty Policy

7.1 Hardware Warranty Extension

Standard Warranty Duration: 2 Years from delivery date.

Warranty Period / Coverage Year	Extended Warranty Fee (% of System Price)
3rd Year Coverage	4% of system price
4th Year Coverage	5% of system price
5th Year Coverage	6% of system price
6th Year & Thereafter	10% annually

> ⚠ **Important Notice:** If warranty coverage lapses, back payment for the lapsed period is strictly required prior to warranty reactivation.

If an extended warranty is not purchased:

- **Chargeable Repairs:** All hardware repairs become fully billable.
- **Separate Billing:** Diagnostic inspection fees and replacement component costs will be billed separately.

7.2 Software Support Extension

After the first year of software support:

- **Major Version Upgrades:** Requires an annual subscription fee of 10% of the system price.

If subscription is not renewed:

- **Critical Patches:** Bug fixes and security patches may still be provided at Asterfusion's discretion.
- **Excluded Services:** General technical support, interactive troubleshooting, and software version upgrades will no longer be 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.

> **Technical Support Portal:** https://help.cloudswit.ch/portal/en/home
>
> ***Thank you for your trust in Asterfusion.***

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