

4 hour OSE

Service description: This service provides parts delivered and on-site arrival of an engineer, 24 hours-a-day, 7 days-a-week, within 4 hours of RMA verification and approval by Fortinet support.

Parts covered: This service extends to the part corresponding to the serial number of the part registered on the support contract. This may be an entire unit, a single blade within a chassis (FortiGate 5020, 5050 and 5140), a chassis, or a module. Note that chassis elements such as power supplies and fans are not currently covered by the service.

Service activation: This service is activated by placing a telephone call to the Fortinet support centre. Fortinet support will ask basic troubleshooting questions in order to confirm the hardware failure. An RMA will be created and the delivery scheduled. The customer will be asked to confirm the site address, and provide the name and telephone of the contact person who will be available on-site during the intervention.

Service provided:

- Delivery of replacement part to named contact on-site.
- Delivery of an engineer to site.
- Engineer will exchange defective hardware with the replacement part, and will restore firmware and IP address.
- Engineer will remain on-site until the customer is able to access the unit to restore configuration files.
- Engineer will leave site with the defective parts.

Customer responsibility:

- Sign for delivery of parts.
- Backup all files such as configuration and certificates prior to service activity.
- Allow engineer access to system and adequate workspace within 10 minutes of arrival.
- Provide the Unisys engineer with the firmware image file and/or IP address.
- Restore of the unit configuration parameters and configuration file as soon as replacement unit is available.
- Maintain adult (18 years or older) presence throughout service activity.
- Allow engineer to leave site with the defective parts.
- Register the replacement unit at <http://support.fortinet.com/registration> to transfer contract entitlement to the new serial number. For details please refer to product registration FAQ at <http://kb.fortinet.com>

Service exclusions: This service does not cover parts which have failed due to abuse, accidents, neglect or improper use.

4 hour Courier

Service description: This service provides parts delivered on-site, 24 hours-a-day, 7 days-a-week, within 4 hours of RMA verification and approval by Fortinet support.

Parts covered: This service extends to the part corresponding to the serial number of the part registered on the support contract. This may be an entire unit, a single blade within a chassis (FortiGate 5020, 5050 and 5140), a chassis, or a module. Note that chassis elements such as power supplies and fans are not currently covered by the service.

Service activation: This service is activated by placing a call to the Fortinet support centre. Fortinet support will ask basic troubleshooting questions in order to confirm the hardware failure. An RMA will be created and the delivery scheduled. The customer will be asked to confirm the site address, and provide the name and telephone of the contact person who will be available on-site to receive the replacement parts.

Service provided:

- Delivery of replacement part to named contact on-site.

Customer responsibility:

- Sign for delivery of parts.
- Backup all files such as configuration and certificates prior to service activity.
- Customer will exchange defective hardware with the replacement part, restore firmware, IP address, and all configuration files and customer data.
- Return defective parts and packaging, at their expense to the return depot address indicated on the packaging. The shipment should be made the following day and arrive in no more than 10 days at the return depot.
- Register the replacement unit at <http://support.fortinet.com/registration> to transfer contract entitlement to the new serial number. For details please refer to product registration FAQ at <http://kb.fortinet.com>

Service exclusions: This service does not cover parts which have failed due to abuse, accidents, neglect or improper use.

4 hour Courier with On-Site Spares

Service description: This service may be proposed by Fortinet in geographies where the standard 4 hour Courier service is unavailable. It provides an on-site spares service where the parts may be used by the customer following RMA verification and approval by Fortinet support.

Parts covered: This service extends to the part corresponding to the serial number of the part registered on the support contract. This may be an entire unit, a single blade within a chassis (FortiGate 5020, 5050 and 5140), a chassis, or a module. Note that chassis elements such as power supplies and fans are not currently covered by the service.

Service activation: This service is activated by placing a telephone call to the Fortinet support centre. Fortinet support will ask basic troubleshooting questions in order to confirm the hardware failure. An RMA will be created and the customer instructed to use a replacement part from the stock they hold on-site. The customer will be asked to confirm the serial number of the part taken from the on-site stock.

Service provided:

- Provision of one on-site spare for every eight units of the same model under 4 hour Courier contract at the customer site.
- Replenishment by Advance Replacement of the on-site spare following usage.

Customer responsibility:

- Provide a named on-site contact responsible for the storage of the on-site spare.
- Undertake to safely store the on-site spare and to use it only upon agreement with Fortinet.
- Backup all files such as configuration and certificates prior to service activity.
- Customer will exchange defective hardware with the replacement part, restore firmware, IP address, and all configuration files and customer data.
- Return defective parts and packaging, at their expense to the return depot address indicated on the packaging. The shipment should be made the following day and arrive in no more than 10 days at the return depot.
- Register the replacement unit at <http://support.fortinet.com/registration> to transfer contract entitlement to the new serial number. For details please refer to product registration FAQ at <http://kb.fortinet.com>
- Return the on-site spare to Fortinet within 30 days of the expiration of the 4 hour Courier contract.

Service exclusions: This service does not cover parts which have failed due to abuse, accidents, neglect or improper use.

Next Day Delivery

Service description: This service provides parts delivered on-site, next day following RMA verification and approval by Fortinet support.

Cut-off time: The last dispatch time for a next day delivery is 16:00 local time with the following exceptions: Austria (17:00), Belgium (17:30), Brazil (16:30), Czech Rep (17:00), France (17:15), Germany (17:15), Hungary (17:00), Italy (17:30), Mexico (16:30), Netherlands (17:15), Northern Ireland (17:45), Poland (17:00), Portugal (17:00), Republic of Ireland (17:45), South Africa (17:30), Spain (18:30), Switzerland (17:00), United Kingdom (18:30), USA (20:30).

Parts covered: This service extends to the part corresponding to the serial number of the part registered on the support contract. This may be an entire unit, a single blade within a chassis (FortiGate 5020, 5050 and 5140), a chassis, or a module. Note that chassis elements such as power supplies and fans are not currently covered by the service.

Service activation: This service is activated by placing a telephone call to the Fortinet support centre or by creating a ticket via internet. Fortinet support will ask basic troubleshooting questions in order to confirm the hardware failure. An RMA will be created and the delivery scheduled. The customer will be asked to confirm the site address, and provide the name and telephone of the contact person who will be available on-site to receive the replacement parts.

Service provided:

- Delivery of replacement part to named contact on-site.

Customer responsibility:

- Sign for delivery of parts.
- Backup all files such as configuration and certificates prior to service activity.
- Customer will exchange defective hardware with the replacement part, restore firmware, IP address, and all configuration files and customer data.
- Return defective parts and packaging, at their expense to the return depot address indicated on the packaging. The shipment should be made the following day and arrive in no more than 10 days at the return depot.
- Register the replacement unit at <http://support.fortinet.com/registration> to transfer contract entitlement to the new serial number. For details please refer to product registration FAQ at <http://kb.fortinet.com>

Service exclusions: This service does not cover parts which have failed due to abuse, accidents, neglect or improper use.