

The Gigamon® 5-Year Hardware Warranty

Frequently Asked Questions

1. What is the Gigamon® 5-Year Hardware Warranty?

The Gigamon 5-Year Hardware Warranty is a limited liability warranty to protect the customer against hardware manufacturing defects. It covers all hardware issued by Gigamon and is included in the purchase price. Gigamon will fix or replace hardware defects for a period of five years from the product shipment date.

2. What has changed?

In the past, Gigamon provided customers a 1-Year limited liability warranty with each purchase. This new program extends the warranty for new purchases for another four years.

3. How much does the new hardware warranty cost?

There is no separate charge. The warranty is included in the cost of the purchase.

4. When did this program go into effect?

The Gigamon 5-Year Hardware Warranty is issued to all new customer purchases shipped on or after February 1, 2011.

5. Why is Gigamon doing this?

Since 2005 Gigamon has delivered highly reliable products to customers. By extending the hardware warranty from one to five years, Gigamon makes a bold statement highlighting quality as a primary corporate objective.

6. A 5-Year Hardware Warranty is uncommon, is Gigamon trying to send a message?

Yes. The primary message is Gigamon produces quality products. Our products are designed to last. If any piece of hardware does fail within a five year period due to a hardware defect, we will fix or replace it. Period.

7. Why is Gigamon in a position to produce higher quality products?

From its inception, the Gigamon founders have believed in a philosophy that a quality product will bring in customers and keep them coming back. This philosophy is embedded in all layers of the company and consequently our products have enjoyed a tremendous reputation of reliability and consistency.

8. How can Gigamon offer this for free?

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While nothing is ever free. Gigamon has consistently invested in our quality control processes to make this possible. As such, Gigamon provides the 5-Year Hardware Warranty without charge and without increasing product list price to the customer.

9. Is it legal to offer such a long warranty? What about government accounting regulations?

Yes, this warranty is legal on multiple fronts. Government accounting rules are met because Gigamon is willing to put aside reserves to meet the anticipated costs of the program. Second, this is a legal and binding contract with the customer. So Gigamon is on the hook to remedy any manufacturing defects that occur during the period.

10. Will Gigamon fix any hardware issue, regardless of how it happens?

No, this is a limited liability warranty to correct manufacturing defects. For example, if a GigaVUE® appliance were to fall off a rack and become damaged, it would not be covered.

11. How does the Gigamon 5-Year Hardware Warranty compare with warranties issued by other companies in the industry?

Warranties vary from company to company, but the Gigamon plan generally extends its warranty 48 months longer than other companies.

12. What does this new warranty say about the competition?

Nothing. This warranty is exclusively offered by Gigamon, for our customer base.

13. Does Gigamon hardware ever fail?

Sure. Even with tight quality standards, hardware can always fail. As a result, Gigamon provides a Return Merchandise Authorization (RMA) process to fix or repair manufacturing defects. This starts with a call to Gigamon Support.

14. Who decides if defective hardware is fixed or replaced in the RMA process?

Per the warranty, Gigamon makes this decision.

15. What happens at the end of the five year period?

The hardware warranty expires.

16. Is there an extended hardware warranty available after 5 years?

There are no current plans for this. If interested, speak with your Gigamon account team.

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17. So is the customer forced to retire the equipment after 5 years?

No, definitely not. Parts continue to be available, just as they are for the first 5 years. The hardware warranty covers parts while the warranty is in effect. Once the warranty expires, the customer is responsible for purchasing the replacement part. For example, a fan assembly for the 2404 chassis runs about \$195. If the fan were to stop working after 5 years, the customer would simply replace it and continue operation.

18. If hardware is now covered for 5 years, what happens to software support?

Hardware and software are separate. Standard software support continues to be included in the purchase price for the first year. Additional years of software support may be purchased to provide the customer with the latest software enhancements and bug fixes. It also provides access to Gigamon Support personnel to assist with product questions.

19. What software support options are available?

Gigamon continues to offer two levels of software support. These are Standard support and Premium support. For additional details, see the Gigamon Support page at:

<http://www.gigamon.com/gigamon---technical-support>

20. With the Hardware Warranty change, are there any changes to Standard and Premium software support calculations?

Yes, since the Hardware Warranty now covers all hardware components for 5 years, Standard and Premium support no longer apply to items such as transceivers or TAPs that do not require software. So moving forward, customers will no longer pay any support on those items.

21. I purchased Gigamon appliances in the past, when hardware was only covered for 1 year. Can I benefit from this 5-Year Hardware Warranty?

Your existing purchase agreements remain in effect. However, if you renew Standard or Premium software support after February 1, 2011, Gigamon will also extend your Hardware Warranty to 5 years from the original shipment date at no additional charge.

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