



Mellanox Support and Services FAQs for Resellers and End Users

Rev 1.2

www.mellanox.com

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1 Overview

Mellanox Technologies strives to provide customers the best level of support and service possible. We offer several hardware and software service level agreements (SLA) tailored to meet different customers' needs. Having the right coverage in place helps ensure warranty and support needs are met within a desirable timeframe.

Mellanox Support and Services product warranties cover replacement of defective hardware components, software maintenance, as well as hardware and software product technical support. Complete warranty terms are available in the formal "[Warranty Terms and Conditions](#)" statement.

The following is list of frequently asked questions pertaining to Mellanox Support and Services. For a general overview or more specific information about Mellanox support offering, please refer to the [Support and Services User Guide](#).

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2.1 Define and Compare

What does the standard product warranty cover?

All Mellanox hardware is shipped with a one-year limited warranty. The warranty entails a Return to Factory (RTF) coverage which requires the customer to return the defective material prior to replacement.

In the event of a product failure, the Technical Assist Center (TAC) will assist you remotely to identify the failed component. If a product failure is identified, a RMA (Return Materials Authorization) will be generated. Standard warranty provides for a replacement part within the first 30 days and a 15 business day (after receipt of the RMA part) depot repair commitment, for the remainder of the warranty period. Mellanox also warrants that our software will operate in conformance with our documentation for a period of 90 days. Customers should reference the warranty specification for full warranty terms and conditions.

What is M-1 Global Support?

Global Support is Mellanox's comprehensive support and services offering. It provides end-users with several service level agreement options designed to fit to their needs. Customers can purchase one of the following service levels through a Mellanox authorized reseller or OEM:

- Bronze - available for end-user support program
- Silver - available for end-user and Partner Assist programs
- Gold - available for end-user and Partner Assist programs

Each service level statement provides specific details regarding your chosen service level agreement. Customers may elect to purchase a SLA for a period of one year or an extended SLA for a period of up to five years.

What are the benefits of utilizing Mellanox Support Services?

Mellanox's comprehensive services program benefits customers by enabling them to focus on their core competencies while leveraging Mellanox's skills and expertise to do the rest in record time.

Service benefits

- Rapid installation, bring up and time-to-production
- Quick resolution of installation and maintenance issues through direct access to experts
- Fast and professional troubleshooting (including system wide issues)
- On-site expert knowledge transfer to internal resources

Gain access to our professional and knowledgeable team

- Experts in fabric design, configuration and deployment
- Experts in product support and maintenance

- One-step to expert knowledge without multi-tiering escalation

What does Bronze, Silver and Gold SLA coverage mean?

Our service products are tiered to provide you with the custom level of service you need to meet your business requirements and provide you with the highest levels of availability for your Mellanox solutions. Each one of these tiered offerings can be purchased as an upgrade (if purchased at the time of sale of your Mellanox Product) or during the warranty period. Customers can upgrade coverage after the warranty period has expired via Maintenance Renewals.

- **Bronze SLA** offers extended hardware warranty and firmware release updates. Mellanox will be responsible for handling all service requests (SR) that are related to any firmware bug or erratic hardware behavior. In case of hardware failure, Mellanox will provide an advanced replacement RMA. This level of coverage does not include access to the self service support web.
- **Silver SLA** is designed for business or commercial operations where system down time needs to be measured in hours, not days. If your operation is not managed after hours or on weekends, then the Silver level coverage is recommended. The Silver SLA offers a four (4) hour support response time during normal business hours as well as access to telephone technical support from the Local Technical Assist Center, which is available Monday through Friday from 8am to 5pm. This level of coverage includes access to the self service support Web.
- **Gold SLA** provides the ultimate in peace of mind if you demand around-the-clock operation of your mission critical Mellanox products. Gold level coverage provides 24/7 telephone technical support 365 days of the year plus a two (2) hour response time by our highly trained field service force for hardware break-fix solutions. This level of coverage also includes access to the self service support web.
- **SilverPlus and GoldPlus** are Mellanox's standard packages with an additional value add component. Mellanox contracts its certified engineers from a global network of companies, all strategically located to quickly respond to the customer's support calls. They specialize in troubleshooting and on-site repair.
Support Plus is not available for Partner Support offerings nor is it available on field replacement units. This is a complete support plan package. These enhanced offerings are only available on new purchases of Mellanox Products that have Silver and Gold level packages available. Some hardware renewals may qualify, end of life products are excluded.

SupportPlus Elements:

Next Business Day (NBD) On-site Support

- Available Monday through Friday, 8:00am to 5:00pm local time.
- Diagnostic tests and identification of any required replacement part(s) must be completed by 3pm local time to schedule next business day on-site support. Diagnostic tests completed after 3pm local time will result in second day on-site support.

- Replacement parts must be on-site before certified engineers are dispatched. (On-site spares are recommended).

4-Hour On-site Support

- On-site response within four hours (“4HR”), after the diagnostic test is complete.
- Replacement parts must be on-site before certified engineers are dispatched.
- 4-Hour on-site support is available 24/7/365.
- If the replacement part is not on-site, Mellanox will dispatch prepared certified engineers as soon as parts arrive.

Table 1: Bronze, Silver and Gold SLA Coverage Summary

Features	Bronze (HW only)	Silver (HW/SW)	Gold (HW/SW)
Software/ Firmware Updates	✓	✓	✓
Access to Customer Support Portal (My Mellanox)	✓	✓	✓
Phone Support Access		9AM-6PM Local TAC business hours	24/7
Email/web/Toll free hotline	✓	✓	✓
Call back response time	24H	4H	2H
Product Coverage	Hardware/Firmware	Hardware/Firmware/ Software	Hardware/Firmware/ Software
Advancer HW Replacement	Warranty factory Repair	✓	✓
SupportPlus 4H/NBD on-site support	N/A	✓	✓
On-site professional services add-on	Yes – Additional charges apply	Yes – Additional charges apply	Yes – Additional charges apply

What is a hardware advanced replacement?

Mellanox Support Services offers hardware advanced replacement coverage of the defective part where you return us the problem part/unit only when the replacement unit is received.

Without a warranty upgrade to a Bronze, Silver or Gold SLA, it may take up to 15 business days from receipt of the returned equipment to repair the defective part. For details on the length of time and delivery methods of the warranty for any specific product, refer to the Mellanox Return Material Authorization (RMA)" section found on the Mellanox support user guide published on the Mellanox website and Customer Portal.

What does response time mean?

For hardware solutions, response time is the maximum time a customer should have to wait for the appropriate support and for failure resolution once a failure has been diagnosed by our technical support team.

What are the prices for each SLA?

Service pricing is divided into three categories, service upgrades, service renewals, and service extensions.

- **Service Upgrades** - Support products purchased at the same time as the product replacing/upgrading the product standard warranty
- **Service Renewals** - Support sales after the initial product sale but still within the factory warranty period. They carry the same pricing advantages of service upgrades, but are available only in one-year increments.
- **Service Extensions** - Services purchased after the factory warranty period. They are generally higher priced than upgrades or renewals because the cost of replacement parts is no longer covered by the factory warranty. Purchasing an extended service agreement is the only way to ensure a trained technician will be available to service your equipment within a guaranteed response time.

2.2 What if

What are my options if I need support for a longer period of time than what is stated on the standard warranty?

Mellanox offers support upgrades to extend the life of your warranty and are available at the time of renewal. Special pricing on post-sale support upgrades are not available at this time. Please check with your Mellanox representative to determine if an upgrade is available for your product model. Upgrade options are not available for EOL (End-of-Life) designated equipment.

Customers may elect to purchase upgrades for a term of one or three years, depending on when the equipment was purchased.

We highly recommend extending the life of your warranty beyond the standard warranty terms included with your purchase. Upgrading your warranty to a service package ensures you will always have access to the latest software updates and patches.

What if I need to be able to speak with a technician on nights and weekends, but don't really need 24/7 Gold level support?

Mellanox Gold level support is the only program that gives 24/7 access to the telephone technical support team. A Friday and Saturday uplift is not available.

If I am not a direct Mellanox customer, can Mellanox offer an add-on supplemental system support to me?

Supplemental software support can be purchased for each optional software and hardware product. To purchase supplemental software service, the hardware product on which the software will be run must be covered by an active Mellanox support agreement and the coverages must run concurrently.

2.3 Additional Services

Does Mellanox have 4 hours on-site break fix?

Yes, Mellanox has 4 hours on-site support as part of SupportPlus SLA.

Who should I contact to schedule product training?

You can direct any questions regarding training to training@mellanox.com.

Where can I get installation information?

Professional product installation is available. See your reseller or sales account manager for options and pricing depending on your specific needs. Ordering professional installation services is similar to ordering Mellanox Support Service Coverage.

What about software support?

The standard warranty term on all Mellanox software products is 90 days. The software maintenance covers all bug and code issues to the applicable software.

Extended software maintenance can be purchased to continue your valuable software support beyond the warranty period and provide continued access to all patches and upgrades.

All software products require separate maintenance and support agreements. Software product maintenance is not automatically included with a Bronze, Silver or Gold SLA purchased for hardware product.

2.4 Support Continuity

When does support begin?

Support begins the day your product was shipped.

Can I request a change in the support start date?

Yes, a requested date of up to 90 days out needs to be specified.

Does a product have to be registered to activate a service contract?

No, product registration is not necessary for new products. Customers have up to 90 days for product registration. If the registration is not completed, then the ship date will be used as the default service contract start date. Failure to register a new product will not delay the delivery of any entitled support.

How do I schedule on-site service after my service lapses?

On-site service for products not covered can be done via the Mellanox billable professional services programs and can be arranged through the Mellanox Telephone Technical Support Department.

My factory warranty is expiring and to date I have not used my warranty. Why should I purchase continued coverage?

A majority of the owners experience no problems with their Mellanox products during the warranty period, however, electro-mechanical equipment can and does sometimes have problems due to normal wear and tear. A single product FRU replacement plan can be costly without service coverage; you could ultimately face high repair charges. Also, without a service agreement in place, you could be without your product for an extended period of time.

I have decided against continued coverage, what are my options when I need assistance?

Ideally service will not be required for your Mellanox product but if it is, we have professional and knowledgeable Service and Support Departments at our offices in North America and Israel that can accept your service request for a reasonable a-la-cart fee depending on the related equipment. If the product has been determined End-of-Life, then we may not be able to accommodate repairs.

My support coverage on my Mellanox product(s) lapsed, can it be reinstated?

Unless the Mellanox product has been officially announced as End-of-Life, Extended Service Coverage can be purchased on your Mellanox product(s). Coverages which have lapsed for less than 60 days can be reinstated back to the original date of expiration as long as the unit is in good operational condition. After 60 days, we may require that the unit(s) go through a "good condition" process where our field engineer will inspect the product and validate that it is functioning within operational specification. No charge will apply for this service.

How do I ensure my support coverage does not lapse?

You will be contacted by a Mellanox contract administrator up to 90 days prior to service expiration to arrange for a renewal. You should immediately contact your reseller for a quote on the support product you require. Please follow up with your reseller to make sure your renewal is processed before the expiration date. You may renew or extend your support coverage through your reseller at any time. For all contract questions you may inquire anytime by emailing: con-tracts@mellanox.com. Please include as much information as possible including equipment SN#'s. You can login to the CLI and run the following commands to assist in retrieving some of needed info such as "front show" and "rear show".

I am a supported Mellanox customer. What does the End-of-Life (EOL) announcement mean to me?

As a valued customer, it is important to inform you that a Mellanox product has entered into "End-of-Life" (EOL). From a service perspective this means several things.

Mellanox will continue to provide support services in accordance to your service contract.

You may be able to renew your service contract within one year from EOL notice for an additional one year extension depending on the circumstance and equipment age.

If your service contract expired, no technical support or engineering support will be provided after the "End of Support Life" date.

If a service contract has expired, can Mellanox adjust the original expiration date to the renewal date?

Yes, if your current service contract has expired and you wish to renew it, Mellanox can adjust your original contract expiration date to the renewal date. A Mellanox contract administrator could help adjust the contract renewal terms and fees accordingly.

I have multiple contracts on installed Mellanox products. Is there an easy way to manage all my contracts and keep them current?

Yes, for our larger enterprise level customers we offer a global site custom support package designed to provide the level of support needed. This blanket coverage co-terms all existing contracts to a single reconciled contract every year. Contact our contract administrator at con-tracts@mellanox.com or your sales representative to discuss your requirements.

2.5 Resources

Where can I find the product manuals and latest patches?

Product installation manuals are available for download on the Mellanox website. Product release notes and patches are available on the Mellanox Technical Support Service Portal (support.mellanox.com). Some user manuals are available to the public on the Mellanox website. Others are secured and only available on the Technical Support Service Portal. Silver and Gold SLA members have access to the Portal, Bronze SLA members do not.

Who do I contact if a problem with a Mellanox product occurs or if I need more information?

For additional information on product services, review the additional materials available on the Mellanox website and Customer Portal. For information related to support, first visit the Mellanox Customer Portal. The portal includes a knowledge center that can assist you with many of your configuration and optimization questions and issues. If the solution cannot be found in the knowledge center, a service call ticket can be opened from the portal. You can also open a service call ticket by phone, using the Mellanox technical support numbers listed in the Customer Portal.

How do I contact someone to learn more about the support offerings?

You may contact Mellanox contract administration directly to find out about its support offerings and how to purchase support contract renewals

E-mail Address: contracts@mellanox.com

US Telephone: 1-978-439-5400 Option-2 for support Option-4 for Mellanox contract administration

Outside of US dial +00 19784395400