

MiCollab Advanced Messaging Hardware Warranty Program Spare Parts Documentation

For version 6.1 and above

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Hardware Warranty Program

The Mitel Advantage

Mitel works in partnership with third-party suppliers to administer manufacturer-provided hardware warranties for the products we sell. While the manufacturer's warranty is always passed through to the Value Added Reseller (VAR), Mitel has created programs that enrich the manufacturer's warranty. These programs are designed to help VARs be more responsive to their customers' mission-critical systems. Some of the Mitel hardware warranty programs are included, at no charge, with the purchase of an item. Other programs are available for an additional charge. Program availability and pricing vary depending on the items purchased. The hardware warranty programs described below are separate from Software Maintenance Program, which applies only to Mitel software.

General Program Descriptions

All servers, boards, and accessories sold by Mitel are covered by one or more of the following Hardware Warranty Programs:

- **ADVANCE PARTS REPLACEMENT (APR)** entitles the VAR to order a replacement board before the defective item is returned for repair. A one-year **APR** warranty is included, at no charge, with the purchase of all voice boards, Dialogic fax boards, and all accessories (see Table 1). Brooktrout fax boards purchased from Mitel include a 30-day APR warranty. Components shipped as advance replacement parts may be new or refurbished. Replacement components assume the remainder of the original item's **APR** warranty or 90 days, whichever is greater. **APR** warranty claims are initiated by opening an incident with Mitel Technical Support. A purchase order is required before the advance replacement part will be shipped. An RMA number is issued for return of the defective component. Once received, the VARs account is credited for **APR** component(s) and standard outbound freight charges.

Hardware Warranty Extensions

APR coverage can be extended beyond the initial one-year term. Hardware Warranty extensions (providing coverage for up to 5 years from date of shipment) can be purchased at point of sale, up to 1 year after sale renewal, and up to 2 years after sale renewal. Several variables are taken into consideration when pricing an Extended Hardware Warranty and extensions are not available on all components. Hardware Warranty extensions cannot be purchased for items more than 2 years old or for any item on which the initial APR or extended Hardware Warranty has already expired. Please see the Maintenance and Support Plans section of your Mitel price catalog for more details.

Table 1. Mitel Hardware Warranty Programs at a Glance

Program	APR	MOS	ASR
Initial Term	12 months from date of shipment	12 months from date of shipment	N/A - sold per incident
Initial Cost	Included in purchase price	Included in purchase price	\$600/incident
Extendable ¹	Yes	Yes	No
Outbound Freight	Paid by Mitel	N/A	Paid by Mitel
Standard Outbound Freight	FedEx Standard Overnight	N/A	FedEx Economy
RMA Issued by Mitel	Yes	No	Yes
Return Freight Paid By	VAR	N/A	VAR
RMA Expires ²	30 days after APR ship date	N/A	30 days after ASR ship date
Credit on RMA Completion	Dealer Net for all components plus standard outbound freight	N/A	Dealer Net for server plus standard outbound freight
PO Required ³	Yes	No	Yes
Response Target ⁴	Orders placed by 12:00 PM PT ship same business day	Technician on site next business day (normal business hours)	Orders placed by 12:00 PM PT ship same business day
Initiated by ⁵	VAR contacts Mitel Technical Support	VAR or Customer contacts Dell ⁶	VAR contacts Mitel Technical Support

DOA Shipments

Defective product within 30 days of shipment

¹ See Mitel catalog for availability and pricing.

² RMAs received after their expiration date are returned to VAR and no credit will be processed.

³ VAR's account must be in good standing before any order is processed.

⁴ Subject to availability stock. The PO must reference the Tech Support Incident Number and be received by Mitel Fulfillment by the deadline for same day shipment.

⁵ Mitel technical certification and valid Software Maintenance Program coverage for the site are required to contact Mitel Technical Support. Normal Tech Support hours are 5:00 AM to 5:00 PM Pacific Time, Monday through Friday, excluding holidays. Emergency callback support is available to Mitel-certified technicians outside of normal hours for recovery of down systems only.

⁶ Mitel recommends the Mitel-certified technician contact Mitel Technical Support to confirm a server hardware fault before scheduling onsite service with the manufacturer.

Mitel's hardware fulfillment partners use components and processes designed to ensure the equipment you receive is of the highest quality and in working order. On rare occasions, a shipment may be "Dead On Arrival" (DOA). If you believe a shipment or component is DOA, contact Mitel Technical Support within 30 days of the shipment date. Mitel will replace the DOA component(s) with new (not refurbished) assemblies. Replacements will be shipped FedEx Priority One. A purchase order is required prior to shipment, which will include an RMA number. In the event of a DOA, the VAR's account is credited for all components, outbound freight, and return freight charges when the RMA is completed.

Freight Upgrades

Standard outbound freight charges for **APR** shipments are paid by Mitel. Freight can be upgraded to FedEx Priority One or Counter-to-Counter if requested on the purchase order. However, the VAR will receive RMA credit for standard freight only in all cases except DOA recovery.

Return Shipments

All warranty returns are subject to a receiving inspection. If the returned component has sustained physical damage prior to packaging or during shipment, no credit is given. To protect against physical damage, VAR's should use the same **APR** outbound shipment packaging when returning defective components for credit. The serial number of the returned component must match the serial number of the component reported as defective. Be sure to include all component parts in the return shipment. No credit is given for mismatched serial numbers or missing items.

Exclusions

Mitel Hardware Warranties do not cover the following:

- Damage due to abuse, misuse, neglect, customer modifications, accident, or natural disaster
- Improper handling, wiring, repairing, splicing, alteration, installation, storage, or maintenance
- Used in a manner not in accordance with Mitel or its supplier's specifications or operating instructions
- Problems arising from shipping, moving or relocating the hardware
- Modification of installed line cards or other hardware due to changes in government or regulatory codes

- Failure of customer to apply previously applicable vendor modifications or corrections
- Problems with electrical power
- Servicing not authorized by Mitel
- Usage not in accordance with product instructions
- Failure to perform required preventive maintenance
- Problems caused by the use of parts and components not supplied by Mitel
- Products that have had serial numbers or month and year of manufacture removed or altered

Spare Parts

Mitel strongly recommends VARS keep adequate replacement parts on hand (refer to *section 3.2 of Dealer Agreement*). These warranty programs are designed to enhance VAR responsiveness. They are not a substitute for having spare parts on hand for emergencies.

Out-Of Warranty Repairs

Out-of-warranty voice and fax boards can frequently be repaired by Dialogic. A Dialogic RMA can be requested at rma.dialogic.com. This link is provided for your information. The Dialogic RMA is a transaction between the VAR and Dialogic. Mitel does not administer the Dialogic repair and return program.

For More Information

For nearly 30 years, Mitel has been shaping the evolution of communications. As the world of communications advances, you can be assured that the award winning products from Mitel have your future covered. To learn more visit www.mitel.com or contact us at 800.722.1301.