

Advance Product Replacement Service

For maximized network performance and service uptime

Key benefits:

- Avoids lacking critical items
- Replacement unit is received before the return of the defective item
- Automatically includes extended warranty
- Easy submission of spare part request via online web interface
- Next business day shipment of spare parts



The Advance Product Replacement (APR) Service is a spare part service that provides replacement products in the case of defective Transmode products. Spares can also be subscribed to making spare parts continuously available.

The replacement product is delivered to the customer prior to Transmode receiving the defective unit at Transmode.

General structure

The APR service allows the customer to receive a spare part with the equivalent functionality of the failed part, dispatched as soon as it has been reported faulty to Transmode's Technical Assistance Center (TAC).

APR is a service option to any of the Transmode Technical Assistance services.

Ticket submission and response time

The main interface for submitting a ticket regarding APR is the web-based TAC online ticket system. A requested replacement product will be shipped the next business day.

Term

The APR Service is a yearly subscription service and can be contracted from shipping date for a number of years or as a yearly renewable service (default).