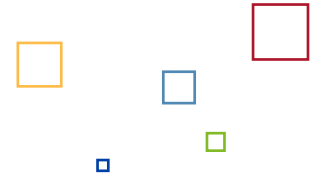# CSPi Myricom® Products Warranty & Support Offerings

CSPi leverages state of the art technologies in innovative ways to design and manufacture products that solve our customers' most challenging problems. Strong domain expertise along with our unrivaled customer support are the foundation upon which we build long term business relationships.

Domain Expertise

Our highly experienced support engineers are familiar with how Myricom products are typically used within the context of some of the most demanding networking applications, for example cybersecurity, high frequency trading, content creation, broadcast video, storage networking, and high performance computing.

Online Self-Service Support

CSPI's customers also have access to support 24 hours a day, 7 days a week, via our support portal. Using the portal customers can search the knowledge base for answers to frequently asked questions; download patches, manuals, and software; join in community discussions; and submit or escalate a support ticket.

Optional Warranties and Maintenance Contracts

CSPi's LANai (ASIC) based boards carry a standard warranty of three years for hardware defects. All of our other offerings ship with a one-year standard hardware warranty. All products have 90 days of free software support, including "getting started" telephone and email support as well as any software upgrades shipped within that window. For a fee, customers can extend our hardware warrantee and/or software maintenance window.

CSPi's Myricom product line has support resources in North America, Asia, and Europe.

KEY FEATURES

- Knowledgeable Support Engineers with domain expertise in networking solutions optimized for financial trading, content creation, and storage networking

- Online self-service support available 24/7

- Standard support includes Application Notes and Technical Tips; Global Patch Downloads; Product News & Alerts; and a Discussion Forum

- Optional Maintenance Contracts available for Hardware and Software

- Standard Warranties are 90-days for Software and three year, return to factory, for LANai based Hardware products

MYRICOM
Products by **CSPi**

Specifications

Standard Warranty	
Hardware	All LANai based network adapters ship with a three-year hardware warranty. All other products sold by Myricom ship with a one-year hardware warranty. We cover defects in materials and workmanship. We explicitly disclaim any warranty on fitness for a particular purpose. If there is a defect, CSPi's online support portal may be used to request an RMA number. You pay to ship the board to us. We pay to return the repair. The waranty period begins when a product departs our factory. However, we offer up to a 6 month grace period to offset any time the products may take passing through our distributions channels. To take advantge of the grace period, just provide us with paperwork showing the shipment date of the order to its first end-user.
Software	All network adapters ship with 90-days of bundeled software support. This includes all standard support and maintenance contract services. After 90 days we will still accept bug reports. We may elect to make some software point releases available to customers not paying for support. The software warranty window may be extended by purchasing a software maintenance contract. All of our software ships with license agreements. If there is a conflict between that agreement and this paragraph, the license agreement prevails.

Support Services and Maintenance Contracts	
Online Support Portal	CSPi's online support is a 24-hour, Internet-based self-help portal and is the primary access to support. Online support offers two types of service: standard support services for all customers (customers must self-register for this type of service) and extended service features for customers with a Software or Hardware Maintenance Contract.
Standard Support Services	All customers can access CSPi's support portal to obtain a login (email address) and password to gain access to the following features: ◆ Web-based Knowledge-base ◆ Submit Support Tickets (cases) online or through email ◆ Product Manuals, Application Notes and Technical Tips ◆ Product News and Alerts ◆ Software and Firmware Download Facility including any fixes to what you have that may become available but not necessarily upgrades to what you have
Software Maintenance Contract	Software support is either licensed per board/adapter (serial number) or on a site basis. It is only needed by customers who are not buying at least one adapter from us every 90 days. In addition to all the standard support features, customers with a maintenance contract can also take advantage of the following comprehensive Online Support features: ◆ Telephone support ◆ Quick-response patches for critical problems ◆ Any software upgrades issued while you are under contract that apply to the specific software you purchased from us.

CSPi
High Performance Products