



CSPI Myricom® ARC Series Products Warranty & Support Offerings

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



Domain Expertise

Our highly experienced support engineers are familiar with how Myricom network adapter products are used within the context of some of the most demanding networking applications. The most common examples include cybersecurity, high frequency trading, content creation, broadcast video, storage networking, and high performance computing.



Online Support

CSPI's customers have unlimited access to support via our online support portal. Using this portal, customers can search the knowledge base for answers to frequently asked questions; download patches, manuals, and software; join in community discussions; and submit a support ticket.



Optional Warranties and Maintenance Contracts

CSPI's Myricom ARC Series LANai-based (ASIC) boards carry a standard warranty of three years for hardware defects. All of our other network adapters offerings ship with a one-year standard hardware warranty. All products have 90 days of free software support, including email support as well as any software upgrades shipped within that 90-day timeframe. For a fee, customers can extend our hardware warranty.

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

Support Advantages

- Knowledgeable support engineers with domain expertise in networking solutions optimized for cybersecurity, financial trading, content creation, and storage networking.
- A comprehensive online self-service support portal.
- Standard support includes access to application notes and technical tips; global patch downloads; product news & alerts; and a discussion forum.
- Standard warranties are 90 days for software; three year, return to factory, for LANai-based network adapters, and one year for all other

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Specifications



Standard Warranty

Hardware

All new Myricom ARC Series network adapters based on the LANai processor ship with a three-year hardware warranty. All other new Myricom ARC Series network adapters ship with a one-year hardware warranty. Warranties are honored only for direct sales or purchases through an authorized CSPI distribution channel.

CSPI covers defects in materials and workmanship. We explicitly disclaim any warranty on fitness for a particular purpose. If there is a defect, customers may request an RMA number through the support section of CSPI's website or by sending an email to RMA@CSPI.com. Customers are required to pay shipping fees to return the board to CSPI, and we will pay shipping fees to return the repaired board. The warranty period begins when a product departs our factory. However, we offer up to a six-month grace period to offset any time the products may take to pass through our distributions channels.

To take advantage of the grace period, customers should provide CSPI with paperwork showing the shipment date of the order to its first end-user.

Software

All new network adapters ship with 90-days of bundled software support. Additionally, 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

Online Support Portal

CSPI's online support is a self-help portal and serves as our customers' 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 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:

- A comprehensive knowledge base
- The ability to 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 fixes that may become available (not full upgrades)



Extended Maintenance Contract

Hardware

Customers can extend the standard hardware warranty for up to one year with the purchase of an extended maintenance contract. Purchase must be made at the time of the initial sale. For pricing and more details, please contact your account manager or the support team.

About CSPI

CSPI (NASDAQ: CSPI) is a global technology innovator driven by a long history of business ingenuity and technical expertise. A market leader since 1968, we are committed to helping our customers meet the demanding performance, availability, and security requirements of their complex network, applications and services that drive success.

CSPI Corporate Headquarters

175 Cabot Street - Suite 210
Lowell, MA 01854
800.325.3110 (US & Canada)

CSPI High Performance Products

800.325.3110 (US & Canada)
us-hpp-sales@cspi.com

CSPI Technology Solutions

800.940.1111
us-ts-sales@cspi.com



www.linkedin.com/company/csp-inc



[@ThisIsCSPI](https://twitter.com/ThisIsCSPI)



us-hpp-sales@cspi.com



www.cspi.com

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