

**PATTON ELECTRONICS COMPANY**  
**ENHANCED WARRANTY QUICK REFERENCE**

**GoCard**

**Name:**  **5-Year Enhanced Warranty for RAS**

**Product Manager:** David Dibert

**Contact:** [dibert@patton.com](mailto:dibert@patton.com)

Patton's Enhanced Warranty extends the standard Patton warranty to five years at a very aggressive price and includes Advance Replacements! This service is provided to customers of RAS products (2960, 2996, 3120, and 2977). The program will soon include additional Patton products.



<b>Enhanced Warranty = 5-Year Warranty + Advance Replacements</b>	
<b>5-Year Warranty</b>	Extends the standard warranty to five years. There are no additional repair fees unless there is damage that is not covered by the warranty.
<b>Advance Replacements</b>	A replacement unit is immediately shipped by priority express should the customer experience a hardware failure in the next five years. In addition, the customer is provided with a convenient pre-paid return shipping to Patton. (Sample letter provided below)

Every RAS customer will benefit from having an Enhanced Warranty. RAS customers require advance shipments and good warranty service. Our customers think our free Technical Support is good, and now, they can get even more. Our Enhanced Warranty is very aggressively priced for easy selling and should be offered with every sale!

**Selling Points**

- # **Advance Replacements!** Patton provides advance replacements, shipped next-day priority, should you have a hardware failure.
- # **Patton pays shipping both ways!** In the event of a hardware failure, Patton pays for the shipping of the replacement unit, and, pre-pays the return shipping to Patton for the defective unit.
- # **Reduce costs!** Customers can reduce their costs by not buying their own on-hand spares. Very few customers actually buy a hot spare, but everyone needs them.
- # **Patton holds Advance Replacements for you!** Patton Sales, Distributors, and Resellers can say with confidence that Patton maintains an inventory of on-hand Advance Replacements. We buy units from ourselves to ensure we always have units in stock. Replacements will be shipped within one business day (and usually the same day) so that the customer receives the replacement the following day.
- # **Extend your warranty to 5 years!** With enhanced warranty, you get a full 5-year warranty and you eliminate paying for an expensive repair.
- # **Patton's introductory price is low!** Our price is low for two reasons: 1) We want to provide even better service to our customers, and 2) our product quality allows us to offer a low price. This, however, is introductory pricing and may change at any time. Our competitors charge significantly more.
- # **For Past Digi DataFire customers:** Digi provided a 5-year warranty. This program gives five full years of advance replacement! (Note: Digi offered US customers free advance shipments for the first year. For years 2-5, advance shipments were available at 25% list price and were seldom done due to the high price).
- # **Promotional for RAS buyers before March 1, 2002:** Upgrade to an Enhanced Warranty at a 30% discount. This extends the warranty to 5 years from the original product purchase date. This promotional offer will be good until Aug 31, 2002.



It is desirable to sell Enhanced Warranty at the time of purchase. This is easier for the customer and it avoids checking serial numbers and verifying sales orders. If the Enhanced Warranty is sold at the time of purchase, Patton's ERP system will keep track of the serial number covered by the Enhanced Warranty. Distributors and resellers may instead choose to buy the enhanced warranty from Patton at the time of the end customer purchase. In this case, the serial number and original sales order must be provided. The customer may also buy an Enhanced Warranty directly from Patton within 30 days of their purchase. After 30 days, an upgrade can be purchased, but at a higher price.

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**Warranty Comparison & Transition**



	<b>Enhanced Warranty</b>	<b>Standard Warranty</b>
Length of Warranty	<b>5 Years</b>	1 Year
Free Support?	<b>Yes</b>	<b>Yes</b>
Advance Replacements	<b>Yes. No charge!</b>	At a charge and subject to availability
Patton guarantees available replacements?	<b>Yes</b>	No
Repair Turnaround	<b>Same or next business day</b>	1-2 weeks
Repair Shipping Costs	<b>Patton prepays the shipping for the replacements and the return</b>	Patton pays return shipping for warranty repairs
Cost	<b>Aggressively priced!</b>	No additional charge

<b>RAS Warranty Transition</b>			
<b>Service/Terms</b>	<b>2001</b>		<b>2002</b>
	<b>Patton RAS</b>	<b>DataFire RAS</b>	<b>All Patton RAS</b>
<b>Standard Warranty</b>	• 2 Years	• 5 Years	• <b>1 year</b>
<b>Enhanced Warranty</b>	• Not available	• Not available	• <b>5 years</b> (Extends from 1 to 5 years) • Pricing: ~10-12% List • <b>Advance Replacement</b> • <b>Pre-Paid Return Shipping</b> • Must be purchased at time of product sale or within 30 days of sale.
<b>Advance Ship</b>	• No commitment	• USA Year 1: Free • Intl. Year 1: Replace upon receipt. • Year 2-5: 25% List which includes repairs	• ~\$200 + 1% List • <b>No charge with Enhanced Warranty</b> • <b>Pre-Paid Return Shipping</b>
<b>Enhanced Warranty Upgrade</b> (Past 30 days from sale)	• Not applicable	• Not applicable	• ~22% List
<b>Out of Warranty Repair</b>	• Not applicable	• 35% List	• ~20% List • 90 Day Warranty
<b>Pre-configuration</b>	• Not available	• Not needed	• <b>Price: \$100</b>

**Ordering Information**



Catalog Number	Description
SVC-5YRPLUS-2977/24	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2977/48	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2977/30	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2977/60	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2977/ST	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2977/U	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2960/16	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2960/24	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2960/30	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2960/48	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2960/60	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2996/90	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2996/96	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-2996/120	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-3120/90	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-3120/96	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-5YRPLUS-3120/120	RAS Enhanced 5YR Warranty & Advance Replacement
SVC-CONFIG-RAS	RAS Pre-configuration (2960, 2996, 3120)

**Advance Replacement Example**



**Advance Replacement Notice**

**Dear Valued Customer,**

This is an advance replacement unit provided for your convenience. You must now return your defective unit to our repair center within 15 days or you will be charged for the replacement unit. We will pay the return shipping costs as described below.

**Warranty**

The enclosed unit has been fully tested. All conditions of your original warranty remain unchanged. We provide an additional 90-day warranty for all out-of-warranty repairs. Product or parts that are replaced become the property of Patton Electronics.

**Returning Your Old Unit to Patton**

1. Securely package your defective unit to prevent damage in shipping. Products shipped in standard ESD or moisture protective packaging must be returned in the same manner. Improperly packaged returns will not be accepted.
2. **DOMESTIC:**  
Affix the return-shipping label that has been provided, on the outside of the box.  
**INTERNATIONAL:**  
Enclose all required export documentation along with the provided return international AIR WAYBILL, in a clear plastic envelope and affix it to the exterior of the return package.  
**NOTE:** If you elect to use another carrier, you may do so at your own expense, to include shipping & customs charges. Please enclose the pre-paid return-shipping label with your return. The defective unit must be returned within 15 days of receipt of the replacement unit for warranty terms to be valid.
3. **Clearly annotate your RMA#** on the outside of the box to expedite the return process. Shipments without an RMA# may be rejected or returned to you.

**Additional Information** For additional service or assistance, please call Patton's Technical Support at 1-301-975-1007, [support@patton.com](mailto:support@patton.com), or <http://www.patton.com/support>. If you have any additional questions concerning this return, contact our returns department at [returns@patton.com](mailto:returns@patton.com) or 1-301-975-1007.

Sincerely,

Patton Electronics  
Technical Support & Repair Center

# PATTON ELECTRONICS COMPANY ENHANCED WARRANTY QUICK REFERENCE

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## The Enhanced 5-Year Limited Warranty

### Five Year Limited Warranty



#### OUR WARRANTY TO YOU:

If you have purchased the five-year warranty, Patton Electronics ("Patton") warrants your product to be free from physical defects in material and workmanship for a period of 5 years from the date of the original retail purchase. If you discover a defect covered by this warranty, we will repair or replace the product at our option using new or refurbished components. Your Enhanced Warranty is tracked in our system by the product serial number.

#### PRODUCT FAILURES NOT COVERED BY THIS WARRANTY:

This warranty covers defects in manufacturing that arise from the correct use of the device. It is limited to defects in materials or workmanship and does not cover damage caused by abuse, misuse, unauthorized modification, lightning or power surge damage, extreme heat or cold, and corrosive environments. The warranty also does not cover the normal wear and tear on covers, cases, housing, connectors, and accessories. The warranty does not apply to any product with a missing, altered, or defaced serial number.

#### LIMITS OF LIABILITY:

If these products fail or do not perform as warranted, your sole recourse shall be to repair the product as described above. We will not be liable to you or anyone else for any damages that result from the failure of this product. These damages include, but are not limited to, the following: lost profits, lost savings, lost data, damage to other equipment, and incidental or consequential damages arising from the use of or inability to use this product. Express or implied warranties are disclaimed. IN NO EVENT WILL PATTON BE LIABLE FOR MORE THAN THE AMOUNT OF YOUR PURCHASE PRICE (NOT TO EXCEED THE CURRENT LIST PRICE OF THE PRODUCT). If Patton cannot meet its commitment to ship a loaner or advance replacement unit by the next business day, you may choose to be provided with a pro-rated refund of any unused warranty as your sole remedy. IN NO EVENT WILL PATTON BE LIABLE FOR A WARRANTY REFUND OF ANY AMOUNT GREATER THAN YOUR ENHANCED WARRANTY PURCHASE PRICE (NOT TO EXCEED THE PURCHASE PRICE OF THIS ENHANCED WARRANTY).

Patton Electronics specifically disclaims all other warranties, expressed or implied, and the user shall deem the installation or use of this product an acceptance of these terms.

#### HOW TO OBTAIN SERVICE UNDER THIS WARRANTY:

RMA Numbers are required for all product returns by doing one of the following:

- # Completing a request on our web site at <http://www.patton.com/support>
- # By sending an e-mail to [returns@patton.com](mailto:returns@patton.com)
- # By calling 301-975-1007 and speaking to a Technical Support Engineer

Once a Patton Technical Support Engineer verifies you have a hardware problem that requires you to return your product, you will be provide with an RMA number. We will then priority ship you a loaner or an advance replacement unit within one business day. The advance replacement unit will be a new or refurbished unit (in some rare situations, the case color may be different). You must acquire an RMA number and deliver the defective unit to Patton in order to obtain service under this warranty. A sales receipt may be required to verify the original retail purchase. All returned units must have the RMA number visible on the outside of the shipping package. You must either use the original packing or pack the unit securely to avoid damage during shipping. Return Authorizations are valid for 30 days after the RMA number is issued. Ship your unit pre-paid to Patton at the following address:

Patton Electronics Company  
RMA#: xxxx  
7622 Rickenbacker Dr.  
Gaithersburg, MD 20879-4773 USA

Patton will pay the return shipping costs for products under warranty. Patton is not responsible for the cost of shipping to Patton or the payment of any customs clearance fees or duties.

## Customer FAQs

1. **Q: What is covered under the enhanced warranty?**  
A: The conditions for coverage of the Enhanced Warranty are the same as the standard warranty. The product, however, is now under warranty for 5 full years and Patton provides "advance replacements" at no additional charge.
2. **Q: Will Patton ship me a replacement unit instead of waiting for my unit to be repaired?**  
A: Yes! We maintain an inventory for advance replacements. In the event of a hardware failure, you will receive an advance replacement at no additional charge.
3. **Q: Who pays for shipping?**  
A: Patton pays for shipping in both directions. A replacement unit will be sent via priority express shipping. In addition, a pre-paid return shipping label is provided so that the defective product can be easily returned to us. It's really that easy.
4. **Q: Can I buy Enhanced Warranty later?**  
A: Yes, but at a significantly higher price and only available from Patton Technical support. We must verify your product is in good operating condition.
5. **Q: If I don't buy Enhanced Warranty, can I still get an Advance Replacement and pay the warranty repair charges?**  
A: Yes. Call Technical Support for pricing. An advance replacement is currently \$300-\$900 plus the repair fees which range from \$75 for an A/C power supply repair, to \$4,100 for 2960 board replacement. You can receive an advance replacement only if a unit is currently available for sale. Our on-hand stock is reserved for customers that buy Enhanced Warranty.
6. **Q: Can I buy only 2 years of Enhanced Warranty?**  
A: We can only offer 5 years or warranty at this special introductory price.
7. **Q: Can I buy Enhanced Warranty for other Patton products?**  
A: Look for additional products to be added in the future.
8. **Q: How long do I have to return my failed unit?**  
A: In most cases the turn around only takes a few days, but you have a full 15 days to return your defective unit to accommodate unforeseen shipping delays. If the defective unit is not returned within 15 days, you are charged for the replacement product.
9. **Q: Will Patton help me clear the package returned through US Customs?**  
A: Yes. FedEx or DHL handle our clearance through customs. If you prefer to ship it via an airline or another method, we can put you in contact with freight forwarder who will process your return and we will pass these charges on to you.
10. **Q: Does Patton pay International Customs processing fees?**  
A: No. You are responsible for any customs handling and processing fees. Paperwork is included to clearly indicate that this is a replacement product. If you have special instructions, we will include these on the packing list for you.

11. **Q: Does enhanced warranty cover damage by lightning and power surges?**  
A: Just like the standard warranty, the enhanced warranty is limited to defects in workmanship or materials, and does not cover customer damage, abuse or unauthorized modification.
12. **Q: When can I buy Enhanced Warranty?**  
A: Anytime, however, it should be purchased with the unit to avoid any delay in getting your replacements shipped to you. Enhanced Warranty is less expensive at the time of original purchase.
13. **Q: I bought my RAS product before the Enhanced Warranty program was available. Can you give me a special upgrade price since I couldn't buy it earlier?**  
A: Yes. For any customer that purchased a 2960 or 2996 RAS product before March 1, 2002, we will offer a 30% discount on the warranty purchase price. Your warranty will be extended to a full five years from the original purchase and you will receive free advance replacements during this time. You must provide the serial number, NIC address, and the purchase date of the specific product to be upgraded. This promotional offer will be good until Aug 31, 2002.
14. **Q: Can I buy an Enhanced Warranty for my 2800 series RAS?**  
A: Enhanced Warranty is not offered for the 2800 series. We do offer you the option of purchasing an "advance repair". We will immediately ship you a spare 2800 and upon receipt you can return the failed product for repair. We will then inspect your product and provide you with a repair fee. If you accept the repair fee, we will either allow you to keep your replacement or repair your product and exchange them once again. In either case, we will pay all shipping. If you do not wish to pay for the repair, we will return the failed product to you. The "advance repair" fee for the spare product is not refundable.
15. **Q: I bought a Digi Datafire RAS before Patton acquired the product line. What is my warranty?**  
A: Patton will honor your original 5-year warranty on the hardware. Digi, however, charged 25% of list price for Advance Replacements. You now have two warranty options with Patton. Our Enhanced Warranty provides Advance Replacements at no charge. You therefore have three options should you experience a problem with your product: 1) send it in for repair at no charge (this will take about two weeks); 2) Until Aug 31, 2002, upgrade to the Patton Enhanced Warranty for a 30% discount and get future Advance Replacements at no charge. 3) Pay the Advance Replacement charge for an immediate replacement. An FAQ about the Digi transition is at <http://datafire.patton.com>
16. **Q: Do you have advance replacement units in my country?**  
A: Some units for sale are in stock at distributors in various countries, however, in most cases, your replacement unit will be shipped from the US. As demand grows for this service, we will place on-hand advance replacements units around the world.
17. **Q: Will my Enhanced Warranty transferable if I resell my box?**  
A: Yes, your Enhanced Warranty will transfer. We track the warranty by product serial number.
18. **Q: Is there a SLA (Service Level Agreement)?**  
A: Yes. We aim to please, but if by some chance we can't deliver, you don't pay. Patton will make every effort to ship you a loaner or advance replacement within the same day. If we cannot ship your unit by the next business day, you may choose to drop your Enhanced Warranty and receive a prorated refund of any unused warranty.

**19. Q: What is the Advance Replacement Agreement?**

A: This agreement simplifies the handling of Advance Replacements for everyone involved. It is simply your promise to return the defective unit upon you receipt of the replacement unit and serves as your security deposit. It allows us to send you an Advance Replacement without requiring you to have additional credit terms or provide us with your credit card information. We request that you sign this agreement and send it in with your order. This ensures there will be no delay should you ever need an advance replacement. If we do not have this form on file for your units, you will be requested to sign it before we send you an advance replacement.

**Distributor & Reseller FAQs****1. Q: Can we order all of our units with an Enhanced Warranty?**

A: Of course. That's a great idea. If you order Enhanced Warranty with every unit, you will never need to track or enter a serial number. The Patton system will do it for you! We track the serial number for every RAS sale that is shipped with an Enhanced Warranty.

**2. Q: Can I order the product now and later order the Enhanced Warranty?**

A: Yes, but you must purchase the Enhanced Warranty within 30 days of the end customer purchase. You must provide the serial number and original Patton sales order of the box so the Enhanced Warranty is tracked in our system. This ensures that we will provide the customer with this service. If you do not sell Enhanced Warranty at the time of customer purchase, the customer can order an Enhanced Warranty directly from Patton.

**3. Q: Are there any volume discounts?**

A: Volume discounts do not apply to this service.

**4. Q: What's my cut?**

A: Distributors and resellers receive a 10% discount. A distributor or reseller could choose to differentiate by providing Enhanced Warranty for all Patton products which virtually eliminates all paper work.

**5. Q: What's the MSRP? What price can I charge? Can I discount the price?**

A: We ask you sell the Enhanced Warranty at the same price Patton sells it to end-customers. If you choose to pass on part of your 10% savings, you may do so. Patton does not discount the Enhanced Warranty sales, but we reserve the right to price Enhanced Warranty due to the special customer terms in RFPs and tenders.

**6. Q: When can I sell Enhanced Warranty for other Patton products?**

A: After this program is well established we will expand the products we offer.

**7. Q: If I don't sell an Enhanced Warranty, can the customer buy it directly from Patton?**

A: Yes, within 30 days and with proof of purchase. We want every customer to benefit from an Enhanced Warranty. If Patton sells the Enhanced Warranty directly, the distributor or reseller will not receive 10% of the revenue. We encourage distributors and resellers to sell it to the customer at the time of sale and keep an easy 10%.

8. **Q: Do all RAS products have the same warranty?**

A: Yes, in lieu of a price increase or V.92 upgrade charge, the 2960 warranty was changed to the standard 1-year warranty as of March 1, 2002. Customers have been requesting two things.

1) Advance replacements and, 2) for Patton to maintain products on-hand for advance replacements. This warranty change simplifies things and brings all of our warranties in line with each other, including our new 2977 PCI cards. Any previous RAS units sold with a 2-year warranty, will continue to be honored. These customers will be given the chance to upgrade to the Enhanced Warranty for a full five years of coverage. All customers may choose to buy an "advance replacement" separately if units are available in inventory for sale. Our on-hand inventory is reserved for customers that purchased the enhanced warranty.

9. **Q: I thought Advance Replacements were free?**

A: Patton never offered Advance Replacements for free. We did, however, do quite a few favors. Enhanced Warranty is now more than just a best effort; it's a service to our customers that they can count on.

10. **Q: I have a customer than needs three 2960s shipped today. None are in our inventory and Patton can't ship them for two more days. Can I have three of your units from your Advance Replacement inventory?**

A: This inventory is physically set-aside for Advance Replacements for Enhanced Warranty customers only.

Q: Please????

A: I'm sorry; we've committed these to be available to customers.