Quick Reference Guide for Advanced Hardware Replacement Procedure

Is your hardware not working ?

Prepare the following information

1. Product Model
2. Current SSL VPN tunnel Number
3. Device Serial Number
4. Device LAN MAC address*
5. Description of problem
6. Company Name
7. Contact person
8. Office address
9. Email address
10. Telephone number

Telephone or Email your local Billion support agent

Ship your defective device to the local Billion support agent

Billion support agent receives the defective device before 3:00 pm

YES

Billion support agent sends out replaced equipment the next business day**

NO

Billion support agent sends out replaced equipment the business day after tomorrow**

Advanced Hardware Replacement Rules

- Customers are responsible for one time shipping costs that ship to resale by an authorized Billion reseller under the warranty.
- The replacement product may be new, or like-new.
- The replacement product firmware will be updated to the latest version.

*LAN MAC address : The product MAC address is on the label located on the bottom of the product.

**Next business day is defined as Monday – Friday, excluding holidays.

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