

A comprehensive support and warranty program for ZPE Systems hardware and software.

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1. Introduction

At ZPE Systems, we design our products to be deployed in mission-critical environments where reliability, security, and long-term support are essential. The ZPE Systems Support & Warranty Program is designed to provide customers and partners with clear, predictable, and globally consistent support options throughout the lifecycle of ZPE hardware and software.

This program is built around a simple principle:

Customers should always know what level of support they have, what options are available to extend that support, and what to expect as systems age.

- The program benefits customers and partners by:
- Providing clearly defined support tiers with transparent entitlements
- Enabling predictable lifecycle planning from initial deployment through end of support
- Offering flexible upgrade and renewal paths without coverage gaps
- Supporting global deployments, while respecting local regulatory and logistics constraints

2. ZPE Systems Warranty Levels Overview

The table below provides a high-level comparison of the ZPE Systems support and warranty options.

Support Level	Standard Support	Gold Support	Extended Technical Support (Software-only)	Out of Warranty
Coverage Term	First 2 Years (Included with Hardware)	Up to 7 Years	1, 3, or 5 years (renewable, up to product end of support)	N/A
Online Support Portal	Yes	Yes	Yes	Yes
Software & Firmware Updates	Yes	Yes	Yes	Security Updates Only
E-Mail Support	Yes	Yes	Yes	Limited
Telephone Support	Yes (business hours ¹)	Yes (24×7)	Yes (business hours ¹)	No
Hardware Warranty	Yes	Yes	No	No
Advanced Hardware Replacement	Yes	Yes	No	No
Response Time (target) ²	Within 24 hours	2–4 hours (severity dependent)	Within 24 hours	N/A
Follow-up Time (target) ²	Within 5 days	Within 3 days	Within 5 days	N/A
Media Retention	Yes	Yes	N/A	N/A

¹ Business hours are defined in the relevant Support Program sections.

² Response and follow-up times are targets only. ZPE Systems will use reasonable efforts to meet these targets but does not guarantee resolution within a specific timeframe.

3. Support Severity Levels & Response Targets

The following severity definitions apply to Nodegrid OS and ZPE Cloud support services.

Support requests are prioritised based on severity:

Severity	Description	Examples
Severity 1	Complete loss of service causing downtime	System outage affecting operations
Severity 2	Limited service degradation with no workaround	Reduced functionality impacting users
Severity 3	Minor issues or information requests	"How-to" questions, minor configuration issues

Response and follow-up targets vary by support level and are provided as guidance only.

4. Getting Support

Customers and partners can access support through the following channels:

- **Online Support Portal:** <https://support.zpesystems.com>
- **E-Mail:** support@zpesystems.com
- **Telephone:**
 - **General Support:** 844-4-ZPE-SYS (844-497-3797)
 - **Gold Support:** Dedicated number provided with Gold Support

Support is provided in English. Additional languages may be available depending on the region.

5. Standard Support Program

Overview

Standard Support is included with every ZPE Systems hardware purchase and provides essential coverage during the initial ownership period. It is designed to support customers during deployment, stabilisation, and early operational use.

Coverage Duration

- 2 years from the date of invoice

What Standard Support Includes

- Access to the ZPE Systems online support portal
- Software and firmware updates
- E-Mail and telephone technical support during standard business hours
- Hardware warranty coverage
- Advanced hardware replacement (subject to troubleshooting)

Support Access

- **E-Mail Support:** Monday–Friday, 08:00 IST to 17:00 US Pacific Time
- **Telephone Support:** Monday–Friday, 08:00 IST to 17:00 US Pacific Time

Hardware Replacement (Summary)

- Advanced replacement units are shipped via ground service
- Replacement is initiated after troubleshooting confirms a hardware fault
- Hardware replacement logistics may vary by country and region. Additional details are provided in Appendix A – Hardware Replacement & International Shipping.

A replacement is shipped, and the original unit must be returned within 30 days. Not returning it on time may lead to additional charges. Customers should use the included return label and packaging.

Typical Use Case

Standard Support is suitable for customers who require reliable baseline support during the early lifecycle of their systems and plan to evaluate extended coverage options over time.

6. Gold Support Program

Overview

Gold Support is ZPE Systems' premium support offering, providing the highest level of service, fastest response times, and extended hardware protection. It is designed for customers operating ZPE systems in business-critical or security-sensitive environments.

Gold Support can be purchased:

- At the time of hardware purchase, -or-
- As an extension after Standard Support, provided coverage remains continuous

Coverage Duration

- Up to 7 years total from the original hardware purchase date

What Gold Support Includes

- 24x7 E-Mail and telephone technical support
- Priority response and follow-up targets
- Software and firmware updates
- Advanced hardware replacement with expedited logistics
- Access to highly qualified ZPE support engineers
- Configuration and operational assistance
- Feature request submission
- Software and firmware updates

Support Access

- **E-Mail Support:** 24x7x365
- **Telephone Support:** 24x7x365
- **Dedicated Gold phone number:** See Gold Support Warranty Certificate
- **Gold Support provides 24x7 access to ZPE Systems' technical support organisation.**
Initial requests are handled by experienced support engineers, with escalation to senior-level (Level 3) specialists as required.

Hardware Replacement (Summary)

- Expedited advanced replacement shipping, with best-effort same-day shipment for requests received by 12:00 p.m. PST, subject to stock availability
- Advanced replacement units are typically shipped within two business days after replacement approval.

6. Gold Support Program (Continued)

Hardware Replacement (Summary) (Continued...)

- Gold Support includes enhanced shipping benefits, including covered outbound and return freight, expedited shipping options, and simplified return handling for supported regions
- Hardware replacement logistics may vary by country and region. Additional details are provided in Appendix A – Hardware Replacement & International Shipping. age options over time.

Applicable SKU Examples

- ZPE-<Platform>-GOLD-xY (Gold Support from Day 0 for 3,5,7 years)
- ZPE-<Platform>-GSUB-1Y (1-year Gold annual renewal, up until year 7)

(Where <Platform> represents the applicable hardware family and xY the coverage duration.)

A replacement is dispatched immediately to reduce downtime. The faulty unit must also be returned within 30 days, using the priority return label provided for faster processing.

Typical Use Case

Gold Support is recommended for customers requiring **maximum availability, rapid response, and long-term hardware protection.**

7. Extended Technical Support (Software Only)

Overview

Extended Technical Support (Software-Only) provides customers with continued access to ZPE Systems' technical expertise after hardware warranty coverage has ended.

While ZPE Systems provides firmware and security updates to all customers as part of its product security commitment, this support level focuses on expert technical assistance rather than hardware replacement.

Coverage Duration

- Available in 1-year, 3-year, or 5-year terms
- Renewable annually, up to the End of Support (EOS) of the appliance

7. Extended Technical Support (Software Only) (Continued...)

What Extended Technical Support Includes

- Access to highly qualified ZPE Systems support engineers
- E-Mail and telephone technical support during business hours
- Configuration guidance and operational assistance
- Ability to submit feature requests
- Software and firmware updates

What Extended Technical Support DOES NOT INCLUDE

- Hardware repair or replacement
- Advanced hardware replacement services

Support Access

- **E-Mail Support:** Monday–Friday, 08:00 IST to 17:00 US Pacific Time
- **Telephone Support:** Monday–Friday, 08:00 to 17:00 US Pacific Time

Applicable SKU Examples

- **ZPE-SUB-ES85-xY** (Support renewal available for 1, 3 and 5 years)

(Where xY represents the coverage duration.)

Typical Use Case

Extended Technical Support is ideal for customers who wish to continue engaging with ZPE technical experts after hardware coverage ends, without requiring hardware replacement services.

8. Out-of-Warranty Support

Overview

When a system is no longer covered by an active support contract, ZPE Systems continues to provide limited support to ensure responsible lifecycle management and compliance with security obligations.

Scope of Support

- E-Mail-based assistance only
- Security advisories
- Firmware and security-related updates where applicable

Limitations

- No telephone support
- No hardware repair or replacement
- No advanced troubleshooting or configuration assistance

This level of support exists to help customers maintain secure deployments, even when systems are no longer under active support contracts.

9. Hardware Replacement & RMA Policy

Countries with ZPE-managed shipping and returns

For the regions listed below, ZPE Systems covers outbound shipping, return shipping, and applicable customs handling:

United States	Cyprus	Ireland	Poland
Canada	Czech Republic (Czechia)	Italy	Portugal
Australia	Denmark	Latvia	Romania
Japan	Estonia	Liechtenstein	San Marino
Singapore	Finland	Lithuania	Slovakia
South Korea	France	Luxembourg	Slovenia
Taiwan	Germany	Malta	Spain
Austria	Greece	Monaco	Sweden
Belgium	Hungary	Netherlands	Switzerland
Bulgaria	Iceland	Norway	United Kingdom (UK)
Croatia			Vatican City

For countries not listed above:

- ZPE Systems provides best-effort hardware replacement
- Customers may be responsible for shipping, duties, taxes, and freight pickup
- Local regulations may require the use of an authorised partner or Importer of Record

International shipments to MEA, Asia, and LATAM may be subject to customs clearance delays, local regulations, and Importer of Record requirements. Customers are responsible for import duties, taxes, and compliance with local laws unless otherwise agreed in writing.

10. Closing Note

The ZPE Systems Support & Warranty Program is designed to deliver clarity, predictability, and long-term value. Customers are encouraged to work with their ZPE Systems representative or authorised partner to select the support option that best aligns with their operational and lifecycle requirements.

Hardware Service Eligibility Disclaimer

Units deployed or operated in countries where ZPE Systems is prohibited from selling or supporting hardware—**whether due to hardware certification restrictions, U.S. export controls, or embargo regulations**—are not eligible for any hardware-related services, regardless of the support level purchased.

This includes, but is not limited to, **RMA processing, advanced hardware replacement, and repair services.**

Deployment of a unit into a restricted country **voids all hardware service eligibility**, even if the device is covered under a Gold Support contract. Software support remains available where legally permitted.

Appendix

A – Hardware Replacement & International Shipping

This appendix provides additional detail on hardware replacement logistics, regional shipping limitations, and international shipping considerations referenced throughout the ZPE Systems Support & Warranty Program.

The information in this appendix applies only to support levels that include hardware replacement, such as Standard Support and Gold Support.

A.1 – General Hardware Replacement Principles

- Hardware replacement is available only under an active Standard Support or Gold Support entitlement.
- Troubleshooting and fault verification are required prior to authorising any replacement.
- Replacement delivery timelines may be affected by customs clearance, import/export regulations, and local carrier processes.

A.2 – Regions with ZPE-Managed Shipping and Returns

For the regions listed below, ZPE Systems covers outbound shipping, return shipping, and applicable customs handling, subject to the customer's active support entitlement.

United States

Hardware replacement shipments and returns are handled directly by ZPE Systems within the United States.

A.2 – Regions with ZPE-Managed Shipping and Returns (Continued...)

For the regions listed below, ZPE Systems covers outbound shipping, return shipping, and applicable customs handling, subject to the customer's active support entitlement.

Countries

ZPE Systems provides direct hardware replacement shipping and returns only for the following countries:

Canada	Cyprus	Ireland	Poland
Australia	Czech Republic (Czechia)	Italy	Portugal
Japan	Denmark	Latvia	Romania
Singapore	Estonia	Liechtenstein	San Marino
South Korea	Finland	Lithuania	Slovakia
Taiwan	France	Luxembourg	Slovenia
Austria	Germany	Malta	Spain
Belgium	Greece	Monaco	Sweden
Bulgaria	Hungary	Netherlands	Switzerland
Croatia	Iceland	Norway	United Kingdom (UK)
			Vatican City

Countries not listed above are not covered under this category and fall under the non direct-shipping rules described below.

A.3 – Countries Where ZPE Cannot Ship Directly

Due to local import/export regulations, certification constraints, or Importer of Record (IoR) requirements, ZPE Systems cannot ship replacement hardware directly to certain countries.

In these cases, replacement shipments are handled according to the rules below.

A.3.1 – Affected Countries (by region)

Asia

Bangladesh, China, Hong Kong, India, Indonesia, Malaysia, Philippines, Pakistan, Turkmenistan, Uzbekistan, Vietnam

Africa

Algeria, Angola, Cameroon, Equatorial Guinea, Gabon, Ghana, Kenya, Mauritania, Morocco, Mozambique, São Tomé and Príncipe, Senegal, Seychelles, South Sudan, Tunisia

Caribbean

Trinidad and Tobago

Central America

Costa Rica, Puerto Rico

Europe

Albania, Andorra, Georgia, Greenland, Montenegro, Serbia

Indian Ocean

Maldives

Middle East

Turkey, Egypt, Jordan, Oman, Saudi Arabia, United Arab Emirates

North America

Mexico

North Atlantic Ocean

Faroe Islands

South America

Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Suriname, Uruguay

Oceania

Papua New Guinea

A.3.2 – Default Shipping Behaviour

For the countries listed above:

- **Standard Support**

Replacement units are shipped to the original ship-to address on the Purchase Order, or an alternative address which is covered by “Appendix A1. Regions with ZPE-Managed Shipping and Returns” using ground shipping.

- **Gold Support**

Replacement units are shipped to the original ship-to address on the Purchase Order, or an alternative address which is covered by “Appendix A1. Regions with ZPE-Managed Shipping and Returns” using standard overnight shipping, where available.

A.3.3 – Alternative Shipping Options

If a different ship-to location is required than the original Purchase Order address, shipping terms may convert to EXW (Ex Works).

In such cases, customers may choose one of the following options:

- Provide their own outbound and return shipping labels
- Provide a carrier account number for ZPE Systems to arrange shipment
- Arrange shipment to an alternative location of their choosing
- Select a ship-to location in the United States or eligible European country and arrange onward pickup independently

A.4 – Return Shipping Addresses

Replacement hardware must be returned to the appropriate regional return centre as specified in the RMA authorisation.

United States ZPE Systems ATTN: RMA Department 3793 Spinnaker Ct Fremont, CA 9453	Europe ZPE Europe LTD ATTN: RMA Department Nieuw-Vennep Netherlands
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A.5 – International Shipping Policy (MEA, Asia, and LATAM)

International shipments across the Middle East, Africa (MEA), Asia, and Latin America (LATAM) may be subject to destination-specific requirements that can impact delivery timelines.

The following principles apply:

- Hardware replacements are shipped using Delivery at Place (DAP) terms, unless otherwise agreed in writing.
- Customers are responsible for import duties, taxes, and fees imposed by the destination country.
- ZPE Systems is not the Importer of Record (IoR). Customers must provide valid IoR information and ensure compliance with local import regulations.
- Accurate shipping information and required customs documentation must be provided by the customer.
- ZPE Systems will provide shipment tracking information, but delivery timelines cannot be guaranteed due to customs and local carrier dependencies.

A.6 – Relationship to Support Levels

- This appendix applies to Standard Support and Gold Support only.
- Extended Technical Support (Software-Only) and Out-of-Warranty Support do not include hardware replacement services.