



Advanced Replacement Services

- Enhanced service offering
- Protecting network availability
- Minimizing downtime
- Easy registration
- Complete device and service management within the myzyxel.com portal
- Automatic interaction with ZyXEL ITS and RMA services

Service Solution

Next Business Day Advanced Replacement Services

Within ZyXEL we understand that our customers networking equipment is critical to the on-going running of their business and as a result we strive to continually review our manufacturing procedures to ensure the products we sell are reliable and meet the demands of our customers networks. We appreciate that sometimes something can go wrong and have defined a range of warranty services designed to meet the expectation of our customers. In an unlikely event of failure on ZyXEL networking equipment, our Advanced Replacement Services enable us to minimize the impact to our customers and have them up and running as normal as soon as possible. This saves costs and helps our customers to recover quickly.

The Advanced Replacement Next Business Day Services from ZyXEL To take the stress out of equipment failures ZyXEL has defined two levels of advanced replacement services applicable to our business products. The service covers all products listed under the SMB section of the ZyXEL local websites. In ZyXEL we believe the decision on the level of service should be defined by our customers. As a result we offer our customers the choice of two levels of service:

Next Business Day Shipment (NBDS)

This service is free for all ZyXEL professional network product or SMB Business products. The ZyXEL service and support organization will send out a replacement product to you from our service center on the next business day after notification and acceptance of a failure. On receipt of the replacement item you simply arrange the return of the defective one to us.

Next Business Day Delivery (NBDD)

In addition to the standard free service ZyXEL offers a chargeable Next Business Day Delivery Service (NBDD) for our customer's critical networking equipment. To enable this service you simply purchase a service license, link it to the registered device and in the event of a failure ZyXEL will guarantee the dispatch of the replacement product on the same business day as your notification to ZyXEL of the issue.

Services
Ensuring Optimum
Customer Network
Availability

Additional Details

NBDD Supported Products

Switch

- Web Managed GS1900, XGS1910 & GS1920
- Managed GS2210, GS3700
- All XS, XGS, MGS & MES Current Models

WLAN

- All Business AP's
- NXC Controllers

Gateway

- ZyWall 110,310 & 1100
- USG 20, 20W, 40, 40W, 60, 60W
- USG 110, 210, 310, 1100 & 1900
- UAG 2100, 4100,5100
- SP350 Printer
- SBG 3300, 3500

For the latest supported product list please check the local ZyXEL website.

NBDD Service Items

Model Name	Part Number	Description
NBD-SW	NBD-SW-ZZ0101F	2-YR EU-Based Next Business Day Delivery Service for SWITCH
	NBD-SW-ZZ0102F	4-YR EU-Based Next Business Day Delivery Service for SWITCH
NBD-GW	NBD-GW-ZZ0001F	2-YR EU-Based Next Business Day Delivery Service for Gateway
	NBD-GW-ZZ0002F	4-YR EU-Based Next Business Day Delivery Service for Gateway
NBD-WLAN	NBD-WL-ZZ0001F	2-YR EU-Based Next Business Day Delivery Service for WLAN
	NBD-WL-ZZ0002F	4-YR EU-Based Next Business Day Delivery Service for WLAN

Service Coverage

NBDS and NBDD services are available in:

- Belgium, Czech Republic, Denmark, Finland, Germany, Ireland, Poland, Spain, Sweden, The Netherlands and the United Kingdom.

Outer Region Support

- NBDD+1 Day service is available in North of Sweden, Austria highlands, Hungary and Slovakia, Islands and highlands of countries named under NBDD with less covered infrastructure.

NBDD Process

- Reseller registers as ZyXEL Partner
- Purchase Service
- Register device and services on myzyxel.com https://portal.myzyxel.com/users/sign_in
- Link service to specific device
- Trigger NBDD Service by :
- Contact local CSO/ITS if an issue or Fill in the e-RMA form on local ZyXEL website

