



Ruijie Overseas On-site Service

**Ruijie Networks Co., Ltd.
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1. Applicable Product

This manual applies to Ruijie's full line of data communication products and SMB products (except cloud desktop products and smart classroom products).

2. Overview of Service Content

R-Care Onsite Service is Ruijie's comprehensive maintenance service solution for Ruijie devices to customers. Through this solution, Ruijie provides customers with standardized and time-efficient service support to ensure the continuous, stable and efficient operation of the customer's network.

Content of R-Care Onsite Service:

No.	Service Content	Description of Service Content
1	Remote technical support	Remote technical assistance: technical consultation, troubleshooting and bug fixing a、 Technical Assistance Center (TAC) Support b、 RITA Live Chat c、 RITA (Ruijie Intelligent Technical Assistant): low severity support
2	Online Self-help Support	Provide product technical support and supporting documentation, including product manuals, configuration guides, and network maintenance cases. Customers and partners can view and download related documents, self-service tools, and the latest product information after obtaining website access rights.
3	Software update	Update and upgrade Ruijie network operating system software and firmware versions running on Ruijie network hardware
5	Onsite Service	Troubleshooting, Log Collection/Analysis, Hardware Replacement

Note:

- Software update support: Only for the host version software. The updates of network management software and business application software (such as SMP and SAM) are not included
- On-site support is provided for technical hardware issues that cannot be resolved remotely as judged by Ruijie;
- The time when the engineer arrives at the site is calculated from the remote judgment that the engineer needs to be sent to the site;
- After replacing the hardware, Ruijie engineers will take the defective equipment back to Ruijie. If they cannot take the defective equipment away, please return the defective parts to a designated Ruijie site within 15 business days. If you cannot return the defective equipment, due to data security or other reasons, you can buy Ruijie Service options with Defective Media Retention attached.
- The start time and end time of this maintenance service are subject to the service period purchased in the contract. When the start time and end time is not specified in the contract,
 - For maintenance service sold with the product, it will be consistent with the start time of the product warranty by default;
 - For separately purchased renewal service, it will be consistent with the effective time and end time of the service bound by the service contract by default.

3. Onsite Service SLA

Service Content	Service Response Time
Remote technical support	<p>a. Technical Assistance Center (TAC) Support : 7x14x30min (UTC+8) 9:00 a.m. - 23:00 p.m</p> <p>b. RITA Live Chat: 7x14x30min (UTC+8) 9:00 a.m. - 23:00 p.m</p> <p>c. RITA (Ruijie Intelligent Technical Assistant) : 7x24 (low severity support)</p>
Online Self-help Support	Website, Mon. to Sun., 24/7
Software updates	Website, Mon. to Sun., 24/7
Hardware RFR Service	Available nine (9) hours a day, five (5) days a week(local public holidays excluded)
Onsite Service SLA	<p>9x5xNBD Standard Onsite Service:</p> <p>AHR: A replacement device will be delivered to the customer site by the next business day after the RMA is confirmed by Ruijie. If the RMA request is created after 15:00 (local time), it will be accepted on the next business day.</p> <p>Onsite Service: A Ruijie or Ruijie authorized engineer will arrive at the customer site on the Next Business Day once Ruijie evaluates the on-site support is necessary.</p> <p>Available nine (9) hours a day, AM9:00-PM18:00, five (5) days a week (local public holidays excluded).</p> <p>10x7xND Silver Onsite Service :</p> <p>Ruijie or Ruijie authorized engineer with spare parts will arrive at the customer site by the next day once Ruijie evaluates the on-site support is necessary.</p> <p>Available ten (10) hours a day, AM9:00-PM19:00, seven (7) days a week (local public holidays included).</p> <p>24x7x4 Golden Onsite Service :</p> <p>Available 24 hours a day, seven days a week. A replacement device will be delivered to the customer site within 4 hours after the RMA request is created;</p> <p>Onsite service: A Ruijie or Ruijie authorized engineer will arrive at the customer site within 4 hours once Ruijie evaluates the on-site support is necessary</p>

Note:

- Service offerings may vary by geographic region. Please contact your Ruijie representative to identify service levels and needs for your region.
- According to the actual situation and SLA commitment to customers, Ruijie helps customers solve problems in a timely and effective manner by using the best service method. Ruijie reserves the right

to choose the service method;

3. In the event of force majeure, such as natural disasters, local health and epidemic prevention, and economic or political constraints, the service SLA time limit will be communicated with the customer and adjusted according to the actual situation, which may not guarantee that the contract requirements are fully met;
4. Ruijie provides the on-site service under the service level commitments stipulated in the agreement. The service coverage areas are as follows:

Onsite SLA	Applicable Area	
9x5xNBD	Asia	Hong Kong, Singapore, Malaysia, Indonesia, India, Vietnam, Philippines, Thailand, UAE, Korea, Japan, Australia, Saudi Arabia, China Taiwan, China Macao, Kazakhstan, Myanmar, Pakistan, Brunei, Cambodia and Laos.
	America	USA (Los Angeles, San Jose, Ashburn, New York, San Francisco, Washington, Seattle, Hillsborough, Dallas, Chicago, Miami, Vancouver, Montreal, Ottawa, Sao Paulo, Mexico City) , Canada (Toronto) and Brazil (Rio de Janeiro).
	Europe	UK, Germany, France, Netherlands, Russia, Sweden, Ireland, Switzerland, Spain, Belgium, Luxembourg, Italy, Hungary, Czech, Turkey, Poland and Finland.
	Africa	Kenya, South Africa, Nigeria, Djibouti, Egypt, Tanzania, Chad, Mauritius, Cote d'Ivoire, Niger, Congo and Ghana.
24x7x4H	Asia	Hong Kong, Singapore, Malaysia, Indonesia, India, Vietnam, Philippines, Thailand, UAE, Korea, Japan, Australia, Saudi Arabia, China Taiwan, China Macao and Pakistan.
	America	USA (Los Angeles, San Jose, Ashburn, New York, San Francisco, Washington, Vancouver, Sao Paulo), Canada (Toronto) and Brazil (Rio de Janeiro).
	Europe	UK ,Germany ,France ,Netherlands and Russia.

Due to the following reasons, the arrival time of spare parts and engineers may be extended appropriately:

- 1) Response time limit of Ruijie on-site service:

Applicable City	Distance Between Site and Ruijie Service	Arrival of Spare Parts and
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	Center	Engineers
All cities	< 50 km	Within 4 hours
	50–100 km	9x5xNBD
	100–500 km	9x5x3BD
	> 500 km	9x5x5BD

Note: If the user's city is more than 500 kilometers away from Ruijie Service Center, Ruijie will negotiate with the user to determine the service time based on actual traffic conditions and other specific conditions

4. Content of R-Care On-site Service

4.1 Remote Technical Support

Ruijie Technical Support Center provides 7x14 (UTC+8) RITA manual services and 7x24 RITA online robot intelligent services, providing customers with consultation of after-sales technical problems, sales consultation services for products, acceptance of customer fault reports, requests of hardware repair service, and provision of channels for complaints and suggestions.

With standardized service system and process construction, Ruijie Technical Support Center provides 14/7 hotline technical support to record and track consultation/fault issues through real-time acceptance and with the assistance of Ruijie standardized case portal work order system, thereby ensuring that every service request from a customer can be tracked and processed in a timely and effective manner.

Division of responsibilities of both parties during remote technical support:

No.	Activity	Responsibility Party
1	Provide 14/7 hotline support and RITA support.	Ruijie
2	Receive and confirm the service request and create a problem work order.	Ruijie
3	Provide the serial number of the faulty device to assist Ruijie after-sales personnel in quickly querying the device status and helping customers locate the fault and solve the problem.	Customer
4	Sort out and classify the problems reported by customers, and clarify the type and level of failure.	Ruijie
5	Distribute the problem work order internally, and designate engineers to track and deal with the failure.	Ruijie
6	Hold a return visit to the handling of the problem work order.	Ruijie
7	Confirm that the problem is solved and close the problem work order.	Ruijie

4.2 Remote Troubleshooting

In response to customer requests for product/solution fault reporting services, Ruijie provides remote problem handling services, troubleshoots specific failure causes and provides solutions through remote failure analysis and handling support.

When receiving a service request, Ruijie engineers will give a response by phone, promptly connect with customers for problem analysis, information collection, fault diagnosis and troubleshooting according to the response time specified by the service level, and provide a reasonable solution and push customers to implement the solution.

For faults or problems that cannot be solved directly by phone, communicate with customers and solve them remotely. Engineers will log in to the faulty device through a remote terminal to collect and analyze the

necessary fault information, perform fault diagnosis and troubleshooting, provide reasonable solutions and guide customers to implement them.

Division of responsibilities of both parties during the remote problem handling service:

No.	Activity	Ruijie Responsibilities
1	Provide a 14/7 hotline service and 7×14 RITA Live Chat and respond to the service request within the specified SLA when receiving a request from a customer.	Ruijie
2	Deal with the problem strictly following the SLA response timeliness, and upgrade the problem work order to the corresponding expert support team when necessary.	Ruijie
3	Provide the device serial number required for problem location, description of fault symptoms, and related information required for problem analysis, including but not limited to device configuration, alarms, logs, and operation records.	Customer
4	Provide a remote channel, a temporary account and a password of the device, and authorize Ruijie engineers to access it remotely.	Customer
5	Remotely locate and deal with the problem.	Ruijie
6	Provide a temporary solution when necessary to restore the system to the state before the failure considering the impact of the problem.	Ruijie
7	Implement the solution and feedback on the solution of the problem.	Customer

4.3 Online Self-help Support

Ruijie's official website provides a large number of technical materials on products, such as product configuration manuals, cookbooks, technical guides, and product training films. Ruijie helps customers grasp the latest maintenance experience and skills in time, and obtain the latest product technical knowledge by authorizing customers to visit the company website and download related materials.

Ruijie official technical support website: <https://www.ruijienetworks.com/>

4.4 Software Updates

To ensure the continuous and stable operation of Ruijie devices used by customers, Ruijie provides customers with software repair patches for host versions and guides customers to install them by themselves. Patch refers to the revision and improvement of the problems found during the operation of the host version software. The patch version has been fully verified by the actual application environment. By upgrading the patch version, ensure the continuous and stable operation of the host version.

Note:

1. The revised patch of the host version software can be obtained from Ruijie's official technical support website, and customers can download and complete the updates by themselves.
2. This service is only for the host version software, which does not include updates of network management software and application software (such as authentication and charging and SMP).
3. Software upgrade services or services requiring versions to support new features are not within the scope of this service.

4.5 Advance Hardware Replacement Service

Advance hardware replacement service is provided after a customer device is judged by Ruijie to have a hardware failure. The customer should send the faulty hardware back to Ruijie's designated overseas receiving point within 15 working days after receiving the hardware to be replaced from Ruijie. The logistics cost of the faulty hardware sent to Ruijie shall be borne by Ruijie, and the customer shall be liable for the loss or secondary damage of the hardware in the process of sending it back to Ruijie; If the faulty hardware is not returned after 15 working days, it will be interpreted that the customer will purchase the hardware at the device catalog price, and Ruijie will issue the invoice for the customer; If the customer fails to return it after the expiry date, Ruijie will downgrade the advance hardware replacement service to the hardware replacement service, that is, the available hardware will be sent out within 15CD only after the faulty hardware sent back by the customer is received.

The hardware to be replaced is a device of the same model or other models of the same grade (when the product of this model has been discontinued and no corresponding material is available, Ruijie will provide customers with other models or boards of the same grade for replacement). The hardware provided by Ruijie belongs to the customer, while the original faulty hardware of the customer belongs to Ruijie. If the customer cannot return the faulty hardware due to special reasons, the customer should purchase the corresponding faulty hardware separately.

List of responsibilities of both parties in the advance hardware replacement service:

No.	Item	Responsibility Party
1	The customer reports the failure (recommended to report the failure through the case portal caseportal.ruijienetworks.com), and synchronizes the device model, serial number and failure-related information	Customer
2	Ruijie engineers confirm the hardware failure, generate an RMA hardware trouble ticket; and send the hardware to be replaced to the receiving location designated by the customer.	Ruijie
3	Sign the receipt of the hardware and confirm in time whether the hardware to be replaced they receive is normal	Customer
4	Confirm the arrival of the hardware to be replaced and start the replacement of the faulty hardware	Customer
5	Inform the customer to send the faulty hardware back to the designated location of Ruijie overseas, and Ruijie bears the logistics costs	Ruijie
6	Send the faulty hardware back to the designated location of Ruijie within 15 working days after receiving the hardware to be replaced	Customer

Note:

- When a customer reports a hardware failure to Ruijie, if the customer fails to provide the necessary information, or if the information provided is incorrect, Ruijie shall not be liable for the maintenance delay or other unexpected situations that occur.
- To prevent the faulty device from secondary damage, the repaired device needs to use the original packaging (corresponding foam packaging is required). In the case of loss of original packaging, it is also necessary to ensure the use of anti-collision packaging, and at the same time, it is necessary to consider appropriate transportation methods. The customer is responsible for the safety and non-damage of the faulty hardware to be repaired.
- RMA: Return Material Authorization

4.6 On-site Service

When Ruijie remotely accepts problems/trouble requests from customers, Ruijie confirms that it needs to provide on-site manual service support if Ruijie cannot effectively solve device problems through remote

technical support. Then it will arrange for technical support engineers with qualifications to the customer site within the time specified in the service level, who will assist the customer in analysis and diagnosis of on-site failure, develop a fallback plan, and try the best to assist on-site troubleshooting.

Note:

1. Ruijie reserves the right to decide whether on-site support is required based on the actual situation.
2. The arrival time at the site is calculated from the remote judgment that the engineer needs to be sent to the site.
3. The on-site problem handling service does not include on-site implementation services for software updates or upgrades and other on-site services that are not caused by problem handling.

List of responsibilities of both parties in the on-site problem handling service

No.	Activity	Responsibility Party
1	Providing fault information, cooperate with remote troubleshooting and the necessary information. After confirming that the fault is a product problem or a suspected product problem, propose a requirement for an on-site solution service.	Customer
2	Respond to and confirm service requirements (a product problem or suspected product problem is determined through assessment), arrange engineers to go to the site and make preparations, including not limited to making appointments with customers to confirm the time of arrival at the site, and preparing tool kits for troubleshooting and necessary spare parts.	Ruijie
3	1. Arrange on-site personnel to assist in troubleshooting. Ruijie on-site personnel need to be supported by maintenance personnel with corresponding capabilities to ensure that relevant information and support required on-site can be provided during the troubleshooting process. 2. If the equipment room involved is a permission-controlled one, it is necessary to help the engineer obtain permission of entering and leaving the equipment room in advance, and at the same time ensure the environmental safety for the on-site engineer to conduct troubleshooting. 3. Provide a temporary account and a password of the device, and authorize Ruijie engineers to access it.	Customer
4	Provide on-site troubleshooting and implementation of fault solution	Ruijie
5	Confirm the effect after the implementation of the solution.	Customer
6	Submit the <i>On-site Problem Handling Report</i> , which contains the process and results of the problem handling.	Ruijie

Note:

1. Ruijie will adopt necessary service methods to help customers solve problems in a timely and effective manner according to the actual situation and the service level commitment to customers, and reserves the right to choose service methods.
2. Services that do not apply to this service include but are not limited to:
 - 1) Running test of non-host software, or other test requirements provided by customers;
 - 2) Troubleshooting of network interconnection or compatibility problems;
 - 3) Services requested because the customer did not upgrade the patch version provided by Ruijie to solve the problem or did not implement the circumvention solution suggested by Ruijie.

3. Disclaimer

1. The devices listed in the following table are not covered by the maintenance service:

Category	Category	Specific products or parts	Remarks
Non-product dimension	Consumables	Including but not limited to cables, lithium batteries, air filters, dust-proof plugs, SIM card trays, decorative covers, and Rain-Pen.	
	Labels and personal consumables	IoT consumable tags, keyboard, mouse	
	Mechanical part	Including but not limited to protective cover, cable track, power hook, desk and chair, mobile podium, and stand.	
	Accessories	Including but not limited to documents, product accessories (packing list, warranty card, power cord, ground cable, and foot pad), installation accessories (lug, suspension bracket, waterproof plug, hoop, and lock), tools, and antennas.	
Product dimension	Smart classroom	RG-Tour100 mobile podium RG-TSupport100 mobile stand RG-TSupport200 big screen stand	Furniture products

2. Warranty Exclusions:

Ruijie Networks shall not repair or replace any Product or correct any software in case of:

- 1) Damage incurred in shipping or handling, or damage due to Force Majeure or damage arising out of abuse;
- 2) Product damage caused by the customer or due to the Product not being operated in accordance with its specifications and operating manual (as supplied by Ruijie Networks together with the Product);
- 3) Unauthorized modification, removal or erasing of the bar code serial numbers or other identifying marks on the Products;
- 4) Damage, malfunction or performance detraction of the Products caused by any unauthorized modification of the Hardware and/or software;
- 5) Removal, installation or re-installation of the Product conducted by any non-qualified personnel;
- 6) Products being used to provide services or functions not in accordance with the Software license or without software license granted by Ruijie Networks for the Products;
- 7) Damage, malfunctions or performance detraction of the Products caused by neglect, misuse or malicious use, such as lightning strike, overpressure, overcurrent, water ingress, etc. ;
- 8) Failure to meet the requirements of environmental conditions or external electrical parameters necessary for the Products to operate in the normal cause of business;
- 9) Combination or integration of the Product with any features, accessories, software or other materials not installed or provided by Ruijie Networks (unless with Ruijie Networks explicit consent);
- 10) Consumable parts, such as lamps, fuses, cables, patch cords, power cords, antennas, etc.;
- 11) Scratches or other cosmetic damage to the Product surface that does not affect its operation;
- 12) Product damage which are attributable to the customer.
- 13) If the equipment is sold to a country: Cuba, Syria, Sultan, North Korea, Iran, etc. which is prohibited from selling, we will not provide any after-sales service to the product.