Ruijie Overseas 9x5x15CD-S RFR Basic 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 9x5x15CD-S RFR Basic 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 9x5x15CD-S RFR Basic 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
4	Hardware RFR Service	9x5x15CD-S：A repaired device will be shipped out within 15 calendar days after Ruijie receives the defective device. Available nine (9) hours a day, five (5) days a week(local public holidays excluded).

Note:

1. CD: Calendar day

2. 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.

3. Warranty Activation Time: The warranty starts on the 90th day after the date of the product shipment from Ruijie, or the date on which Ruijie receives a service request for this product, whichever is earlier.

3. SLA of Basic Maintenance Service Response

Service Content	Service Response Time
Remote technical support	a、Technical Assistance Center (TAC) Support ： 7x14x30min（UTC+8）9:00 a.m. - 23:00 p.m b、RITA Live Chat：7x14x30min（UTC+8）9:00 a.m. - 23:00 p.m c、RITA（Ruijie Intelligent Technical Assistant）: 7×24（low severity support）
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)

Note:

1. Service offerings may vary by geographic region. Please contact your Ruijie representative to identify service levels and needs for your region.

2. 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. 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;

    4) Hardware replacement and manual troubleshooting requirements beyond the warranty period.

4. Content of R-Care 9x5x15CD-S RFR Basic Service:

4.1 Remote Technical Support

Ruijie Technical Support Center provides 7×14 (UTC+8) RITA manual services and 7×24 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 24/7 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 24/7 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 24/7 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 give 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 Hardware RFR Service

The hardware RFR service means that the customer needs to send the faulty hardware back to Ruijie China headquarters (Fuzhou) after Ruijie confirms that the device has a hardware failure and requires further repair and processing. The international logistics costs of returning the faulty hardware to Ruijie shall be borne by the customer. Ruijie will repair the faulty hardware according to the service time limit after receiving them, send the repaired hardware to the customer and ensure that the repaired hardware is received by the customer.

List of responsibilities of both parties in the hardware RFR 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; Inform the customer to send the faulty hardware to Fuzhou, China	Ruijie
3	Send the faulty hardware to Ruijie headquarters in Fuzhou, China	Customer
4	Confirm the arrival of the faulty hardware and start maintenance	Ruijie
5	Send the repaired hardware to the receiving location designated by the customer.	Ruijie
6	Sign the receipt of the hardware and confirm in time whether the hardware to be replaced they receive is normal	Customer

Note:

1. 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.

2. 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.

3. RMA: Return Material Authorization

4. RFR: Return for Repair

5. 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.