



Overseas Hardware Installation Service

Ruijie Networks Co., Ltd.
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1. Description of Service Product

The hardware installation service is designed to help customers ensure the quality of product installation and deployment. Service engineers will provide high-quality and efficient installation services, and provide hardware installation support for Ruijie devices (except WLAN products) for which customers have purchased hardware installation service, including necessary pre-installation environmental inspection, equipment room exploration, standardized installation and deployment of hardware device, lightning protection grounding, signal cable jumper and bundling, and integrated wiring services. Through standardized installation and deployment, the failure rate of hardware and software is effectively reduced, and the subsequent operation and maintenance risks and maintenance costs are cut.

2. Content of Service Product

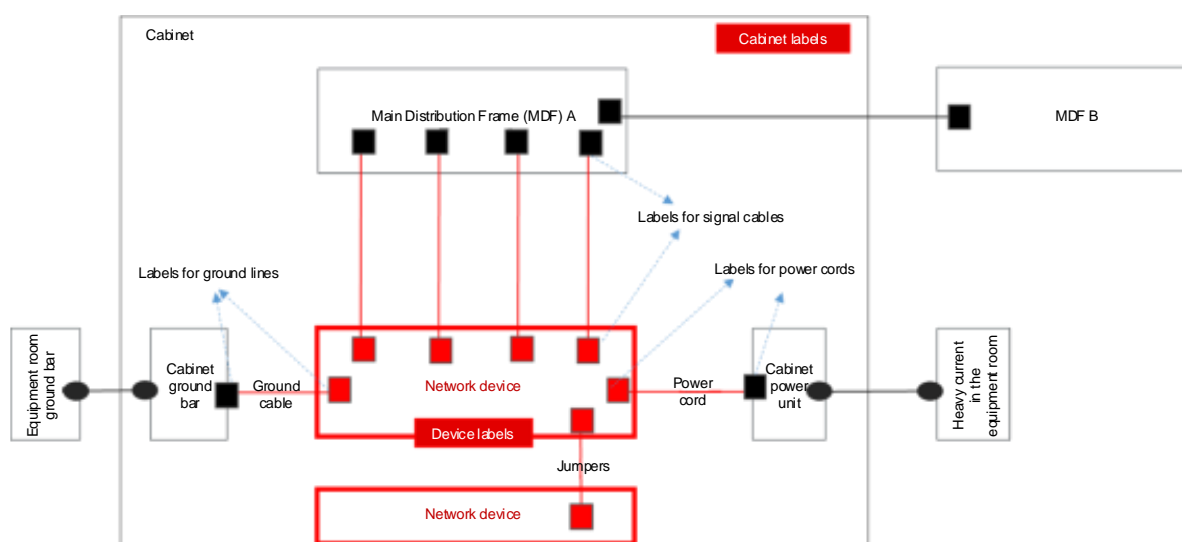
| Service Module | Service Content |
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| Equipment room exploration (optional) | <p>Before rack installation of the device, Ruijie will survey the customer device deployment environment, including the inspection of the device installation location, power supply conditions, transmission resources, and installation environment, point out the existing risks, and propose rectification suggestions to the customer.</p> <p>The inspection content is as follows:</p> <ul style="list-style-type: none"> ● Check the space of the installation location for the device to ensure that the device can be installed normally ● Check the power supply system and make sure that the power, grounding, etc. can meet the device installation requirements ● Check the transmission line, interface type, and cabling, and make sure the basic conditions for device deployment are met ● Check the temperature, humidity, and other environmental conditions of the installation position and make sure they can meet the requirements for long-term operations of the device |
| On-site unpacking and inspection (standard configuration) | <p>Complete the unpacking inspection of the hardware device with the customer, and deal with the damage upon arrival (DOA) problem that appears in the unpacking in time, specifically:</p> <ol style="list-style-type: none"> 1. Confirm the arrival time and receive the device; 2. Check the type and quantity of the devices received; 3. Remove all the outer packaging boxes of the devices (including unpacking the optical module); 4. Clean up the removed packing boxes according to on-site requirements or send them to the designated garbage transfer station; |
| Device rack installation (standard configuration) | <ol style="list-style-type: none"> a. Scan the device SN and coordinate with the on-site entry system for warehousing; b. Temporarily install the tag to the lug; c. Paste the labels containing the fixed asset codes to the tag and the designated locations of the device; |
| | <ol style="list-style-type: none"> a. Install the lugs and other accessories in the box; b. Install the device in the designated cabinet with the designated number of rack units according to the provided installation diagrams, and install the guide rails for the device with guide rails; |
| | <ol style="list-style-type: none"> a. Connect all power cords of the device and check if there is an audio alarm or indicator alarm; b. Manage and tie the power cords neatly and tidily, and evenly connect them into two power strips; |

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| | <p>c. Paste the power cord labels to the designated position at both ends of the cable;</p> <p>a. Clean up the garbage related to the project in and around the cabinet, and discard it in the IDC centralized garbage storage;</p> <p>b. Ensure that the site is clean and tidy as a whole, and stack related objects neatly.</p> |
| Integrated cabling (optional) | <p>Ruijie can provide services such as cabling inside the cabinet, cross-cabinet cable management, and horizontal and integrated cabling:</p> <p>a. The cabling of the interconnection cables of related devices, including cables such as optical fibers and network cables;</p> <p>b. Paste the designated labels and identifications for the relevant cables;</p> <p>c. Bundle all cables and take photos;</p> |
| Hardware installation acceptance (standard configuration) | <p>1. Organize and summarize various project acceptance documents according to customer requirements and project needs;</p> <p>2. Arrange the project plan, communicate with the customer and coordinate the implementation matters, organize meetings, coordinate resources, report the on-site implementation progress report, supervise the on-site implementation personnel, and arrange personnel support according to the actual needs of emergent problems;</p> |
| On-site management service (optional) | <p>Arrange the project plan, communicate with the customer and coordinate the implementation matters, organize meetings, coordinate resources, report the on-site implementation progress report, supervise the on-site implementation personnel, and arrange personnel support according to the actual needs of emergent problems;</p> |

Note:

1. The service engineer can only operate after authorized by the customer in writing on the premise of ensuring the security of the customer network.
2. With Ruijie's capabilities on overseas hardware integration and delivery, Ruijie can also provide customers with installation and deployment services for non-Ruijie brand hardware (such as servers, storage and switches) by case after evaluating the feasibility of the service and clarifying the content of the service product according to the service requirements of customers.

3. Service Division Interface



Red represents the hardware installation service scope, including rack installation of device in the cabinet, signal, and power cable connection and bundling, device grounding in the cabinet, and engineering label installation (signal, power, grounding, device and cabinet labels).

The hardware installation service can include the following consumables: Engineering labels, cable ties, and ground cables. The supply of other consumables is subject to the actual project contract.

4. Service Deliverables

Environmental Checklist for Project Implementation

Checklist for Project Implementation, Installation and Commissioning - Hardware Installation