

SANGFOR BACKUP EQUIPMENT SERVICE



To ensure that devices receive essential hardware maintenance in the event of failure, Sangfor requires customers to purchase the Basic Hardware Warranty Service for all its products. However, *if your business* demands high continuity with uninterrupted network operation and maintenance, the Sangfor Backup Equipment Service is the perfect safeguard for you.

Introducing Sangfor Backup Equipment Service

We understand the critical importance of having backup equipment readily available during crucial moments to prevent prolonged business disruptions and associated challenges. The Sangfor Backup Equipment Service is specifically designed to efficiently mitigate extended periods of business downtime caused by hardware failures, allowing you to meet your demanding business continuity requirements for network operation and maintenance.



The Sangfor Backup Equipment Service is divided into two categories: Standard Backup Equipment Service (including HSDS, HNBD, H244G) and Dedicated Backup Equipment Service. Under the Standard Backup Equipment Service, Sangfor is responsible for the storage and maintenance of backup equipment, providing you with an opportunity to save on backup resource investments. With the Dedicated Backup Equipment Service, backup equipment is directly stored at your premises in a cold standby mode, ensuring a higher level of service efficiency.



The Standard Backup Equipment Service is available through an annual subscription, which can be renewed based on your specific service plan requirements upon expiration, if you decide not to renew your Backup Equipment Service contract, and you allow it to expire, but at a later date you decide that you wish to reinstate it, the service fee incurred during the unwarranted period needs to be paid. The unwarranted period will be calculated to the nearest month. On the other hand, the Dedicated Backup Equipment Service is a one-time buyout option that comes with a 5-year service period.











	HRTF	Standard Backup Equipment			Dedicated Backup Equipment
Service	(Basic Hardware Warranty)	HSDS	HNBD	H244G	(On-site Cold Spares)
Response Time	9-5 Service	9-5 Service	9-5 Service	24/7 Service	24/7 Service
Delivery Period	Return To Factory (5 Business days ship after receipt)	Same day shipment (Not Guaranteed Arrival)	Next business day arriva	4-hour arrival, 7 days a week	Direct cold standby on the customer side
Backup Model	N/A	There are no restrictions on the model and service life of the backup equipment. Backup equipment is guaranteed to work normally to ensure the customer's business continuity (Dual scenarios will be considered separately)			The model of the new backup equipment is the same as the one the customer purchased from Sangfor
Delivery Location	N/A	Country/region with a local Sangfor office			Direct cold standby on the customer side
Service Scenario	When there is equipment malfunction, the customer sends the faulty hardware to Sangfor for repair after the fault is confirmed by Sangfor	1. After signing a backup equipment service agreement, customers can get the faulty equipment replaced with backup equipment once the fault has been confirmed by Sangfor. 2. After the faulty hardware has been repaired, the backup equipment is replaced with the original equipment and returned to Sangfor.			1. When there is equipment malfunction, customers can apply for a temporary license for the backup equipment and then directly replace the faulty hardware, which is more efficient. 2. After the faulty hardware has been repaired, the backup equipment is replaced with the original equipment and stored in cold standby mode. 3. The backup equipment is the property of the customer.
Service Duration	N/A	Generally no more than 30 working days			Temporary licenses are provided on a per-use basis, with no limit on the duration of use
Service Value	1. To provide cost-effective repair of faulty hardware. The faulty hardware will generally be repaired and sent back within 5 days of the day it was received by Sangfor. 2. Backup equipment is not provided, and the customer's business continuity is not guaranteed.	1. Guarantee business stability and continuity at a lower cost by avoiding expenses associated with purchasing, maintaining, and storing backup equipment. 2. Efficient operation: Customers without engineers can easily deal with equipment failures.		enses intaining, and s without	1. Efficient operation: Customers without engineers can easily deal with equipment failures. There is no need to apply for backup equipment from Sangfor and wait for the equipment to arrive; the onsite backup equipment is directly used to replace the faulty hardware. 2. Comprehensive on-site support: Customers can apply for on-site backup service for key activities in advance, such as important changes, emergency drills, major guarantees, to ensure seamless business operations. 3. Regular maintenance of backup equipment and synchronized system updates ensure high backup replacement efficiency and short downtime (the operation manual is given to the customer).







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Comico		HRTF	Standard Backup Equipment			Dedicated Backup Equipment
Service		(Basic Hardware Warranty)	HSDS	HNBD	H244G	(On-site Cold Spares)
Purchase/ Renewal Method		Subscription	Subscription	Subscription	Subscription	One-time buyout of backup equipment (includes 5-year Return to Factory Repair Service)
Freight	To Sangfor	Customer	Customer	Customer	Customer	No freight
	To Customer	Sangfor	Sangfor	Sangfor	Sangfor	No freight

Notes:

- 1. All guaranteed delivery options are only available to customers located in a city with a Sangfor branch and must be approved by Sangfor Technologies prior to purchase.
- 2. The SDS service must be validated before 3 p.m., otherwise, the backup equipment will ship the following business day.
- 3. The standard backup equipment is for temporary use while the customer's hardware is under maintenance to avoid business interruption. Once the customer's hardware has been repaired, the backup equipment will be replaced with the original hardware.
- 4. The Dedicated Backup Equipment Service is only provided on the premise that the warranty of the equipment remains valid.
- 5. Dedicated backup equipment will be marked in the system as for spare purposes only and is authorized with a temporary license.
- 6. Sangfor shall not be responsible for the late arrival of backup equipment due to causes beyond its reasonable control (such as fire, explosion, power blackout, earthquake, flood, severe storms, strike, embargo, labor disputes, acts of civil or military authority, war, terrorism including cyber terrorism), acts of God, acts or omissions of Internet traffic carriers, actions or omissions of regulatory or governmental bodies (including the passage of laws or regulations or other acts of government that impact the delivery of Services).



