



McAfee Hardware Support User Guide

Essential Support Information

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1 Hardware Support

This User Guide provides an overview of McAfee Hardware Support offerings. These support options are designed to provide a seamless maintenance program for service and repair of McAfee appliances. McAfee has multiple support centers and hardware depot facilities around the world. Our global reach allows us to provide rapid repair and replacement of appliances as needed. In the event of a hardware issue, McAfee will work quickly to resolve your situation.

1.1 Getting Assistance

McAfee Hardware Support options supplement your McAfee Business Support or McAfee Enterprise Support contract with solutions specific to the hardware and appliances you have purchased.

If you have issues with an appliance, please contact McAfee Support and your request will be escalated to the McAfee Hardware Support team. McAfee offers a number of ways you can open a service request, depending on the urgency of your request.

- The McAfee ServicePortal allows you to create and track Service Requests via the **Service Requests** tab.
<https://support.mcafee.com>
 - Depending on your support entitlement, you may also be eligible for Chat support via the ServicePortal.
- Phone Support is provided. Phone numbers for your country can be found on the **Contact Us** page.
<http://www.mcafee.com/us/about/contact-us.aspx#ht=tab-techsupport>

1.2 Updating Hardware Location

When you purchase a new appliance that will be deployed to a location other than the delivery address or you move your hardware to a new location, you must inform McAfee Hardware Support of the new location. Moving the hardware to a new location does not change your existing hardware support contract. Failure to notify us of the change in location may affect our ability to provide service in a timely manner.

Please Contact your McAfee sales representative to complete a Transfer License Form.

1.3 Hardware Support Availability

The availability of specific McAfee Hardware Support options is dependent on the geographic location of and type of appliance. If the hardware is deployed in a location where McAfee cannot provide the specific On-Site service level, we will make commercially reasonable efforts to deliver the best alternative hardware support possible.

For a list of supported countries for McAfee appliances, see:
<https://support.mcafee.com/SPR/WebContent/ProgramsAndPolicies/rm-hw-supported-locations.pdf>

2 Hardware Support Programs

Any time hardware fails, your organization is exposed to increased risk, either in reduced functionality or protection. You need to have the failed hardware repaired or replaced as quickly as possible to maintain your security posture.

2.1 On-Site Overview

On diagnosing a hardware incident, McAfee will dispatch an authorized service technician to the location of the defective hardware with parts of like or better quality and provide labor necessary to repair or replace the hardware. The service technician will verify that the necessary hardware has been shipped or has been received if not in-hand and will arrange to arrive on location accordingly to begin hardware repair or replacement.

2.2 Same Day On-Site

Same Day On-Site Support is 7X24. If McAfee verifies a hardware defect, any time of the day or night, we will endeavor to be On-Site the same day to facilitate the replacement or repair. McAfee will dispatch an McAfee authorized technician to the location of the hardware incident with the parts necessary to repair or replace the hardware.

Media Retention: In the event the customer requires a complete appliance replacement, the customer will incur no cost for media drives retained. McAfee requires the hardware appliance to be returned after media has been removed. Customer will be sent a Media Retention Statement to record disposition of drives to be returned within 10 business days.

Note: Media Retention Statement provided by McAfee as needed.

2.3 Next Business Day On-Site

Next Business Day On-Site Support is 5x10. If McAfee verifies a hardware defect that requires a designated Field Replaceable Components (FRUs), before 5 PM local time, we will endeavor to be On-Site within one business day. If McAfee confirms a hardware defect after 5 PM local time, we will make commercially reasonable-efforts to be On-Site within two business days. McAfee will dispatch an authorized technician to the location of the hardware incident with the FRU parts necessary to repair the hardware. If McAfee verifies a hardware defect that requires a full appliance replacement or Customer Replaceable Unit (see 2.6) the component or appliance will be delivered Next Business Day according to the times stated above.

Media Retention: In the event the customer requires a complete appliance replacement, the customer will incur no cost for media drives retained. McAfee requires the hardware appliance to be returned after any media has been removed. The customer will be sent a Media Retention Statement to record the disposition of any drives to be returned within 10 business days.

NOTE: The Media Retention Statement will be provided by McAfee as needed.

2.4 Advanced Replacement (RMA) Next Business Day Ship

Replacement hardware will be shipped to the location of the defective hardware on the next business day after the hardware defect has been diagnosed, provided the diagnosis is completed the prior business day before 4 PM local time. Delivery times may vary and are subject to carrier schedules and customs. Additional information may be required for international deliveries.

McAfee is responsible for the shipping costs of the replacement hardware and return of the defective unit. You will be required to return the defective unit in the packaging provided to McAfee within 15 days following receipt of the replacement hardware.

Failure to return the defective unit will result in an invoice for the replacement hardware at the then-current McAfee replacement price.

2.5 Spares Programs

To meet the high-availability needs of our customers, McAfee offers a cold spare program on select appliances to allow for immediate replacement. The cold spare may not be used for production, testing, or load balancing. The customer is responsible for any local activation required and for updating the cold spare with all current software updates.

You must have a valid McAfee Support contract for the production product. When the defective product is replaced with the cold spare, McAfee will validate the hardware issue and transfer your active support entitlement to the cold spare. McAfee will then ship a replacement RMA unit to your location to act as a new cold spare. The defective unit should be returned to McAfee as per the Advanced Replacement (RMA) process.

2.6 Customer Replaceable Units (CRU)

McAfee has designated certain components as Customer Replaceable Units (CRUs). These are often tool-less or hot-swappable replacement components for quick appliance repair. CRU items will be shipped as defined by the hardware support level agreement for the associated appliance. Advanced Replacement (RMA) components will be shipped next business day with no On-Site support. On-Site support options will also ship CRU items under their defined terms Same Day or Next Business Day delivery, respectively. Customers with this support level are entitled to a support technician for these items, although the requirement for such support is at the customers' discretion.

2.7 Media Retention Policy

McAfee standard policy requires the entire hardware appliance or replaced part to be returned to the appropriate McAfee location, including all media drives (hard drives, solid state drives, and compact flash). McAfee understands that under certain conditions, a customer may not be able to return media drives due to security or standard company policies. Customers in this position have the option to retain up to 2 of their media drives per incident at no charge, provided that McAfee is sent a Certificate Of Destruction (COD) within 15 days of the replacement for any retained hard drives.

NOTE: The Certificate of Destruction will be provided by McAfee as needed.

In the event the customer requires a complete appliance replacement and does not have a hardware support level that includes Media Retention, any media drives retained in addition to the standard policy will be invoiced. The customer has no obligation to adhere to the standard policy if they wish to be invoiced for all media drives. Regardless of support level, McAfee requires the hardware appliance to be returned after media has been removed. If the appliance is not returned, McAfee reserves the right to invoice the customer for its replacement. Customer will be sent a Media Retention Statement to record disposition of drives to be returned within 10 business days.

NOTE: The Media Retention Statement will be provided by McAfee as needed.

2.8 Non Standard Components, Accessories and Optional Add-ons

On-Site replacement offerings are not available on optional PCI cards and other accessories and add-ons. Unless otherwise stated in the hardware support level agreement, network interface cards, SSL acceleration cards, intrusion prevention system (IPS) cards, modules or transceivers, fail open kits, RAID controller batteries and similar components are considered a consumable items and must be separately purchased, if available.

3 Hardware Support Policies

The following policies apply to all McAfee Hardware Support programs and options.

3.1 Hardware Support Disclaimer

Customers will be entitled to receive support services from McAfee in accordance with the McAfee then-current "Technical Support and maintenance Terms and Conditions" located at <http://www.mcafee.com/us/resources/misc/mfe-techsupport-terms.pdf> provided: (1) McAfee accepts the customer's valid purchase order for hardware and hardware support levels (McAfee reserves the right to confirm product and country availability before acceptance of a valid purchase order); (2) the hardware support level acquired by the customer is available, and remains available, in the geographical region for which the customer purchased the hardware support; (3) the customer has made full payment of any applicable fees due to McAfee or McAfee Authorized Resellers. Hardware support will be provided in the same geographical region in which the applicable hardware was acquired. Hardware support is subject to distance restrictions and is subject to specific product and country availability as described under "Hardware Support Availability". In the event the customer relocates the hardware to a geographical region other than where the hardware was initially shipped, any agreed upon hardware support level may be slowed or may be entirely unavailable. In such event, McAfee shall be relieved of any obligations to perform hardware support. Please confirm product and /or country availability for hardware support with your local McAfee or McAfee Authorized Reseller representative.

McAfee reserves the right to immediately terminate support without further obligation to the customer if the customer tampers with or modifies the product without prior written authorization from McAfee or otherwise uses the product in violation of the applicable agreement or of these support terms.

All hardware support levels are subject to change at the sole discretion of McAfee. Any terms that by their nature extend beyond the termination remain in effect until fulfilled. McAfee is not liable or responsible for any transportation or customs delays.

3.2 Customer Responsibilities

To receive services under McAfee Hardware Technical Support and Warranty coverage, you are responsible for the following:

- Use of diagnostic tools to assess the hardware issue. McAfee technicians may require you to use diagnostic tools specific to your appliance model to troubleshoot the issue and validate the need for replacement. Use of these diagnostic applications is required before a part and / or technician can be dispatched. Their use may also be required during a technician's visit.
For additional information on how to obtain and use the system diagnostics, see:
<https://support.mcafee.com/ServicePortal/faces/knowledgecenter>
- Unless you have purchased Same Day On-Site support, you are responsible for the replacement of all customer replaceable units (CRUs).
- A monitor, keyboard, and mouse must be available for connections to the appliance during telephone troubleshooting and On-Site repair.
- A backup of all appliance configuration data (as described in the product documentation) must be available.
- McAfee recommends that you have product identifiable information on hand at the time of any contact with Technical Support. This includes the serial number for the appliance and your entitlement or grant number.
- All software re-imaging, upgrading and patching is the responsibility of the customer.

3.3 Hardware Limited Warranty

McAfee strongly recommends that you keep your hardware support agreement current. In the event you do not purchase support, you will not be covered under warranty outside the initial 90 days from ship date of your hardware purchase. In the event your hardware support agreement has expired, contact McAfee or your authorized reseller to determine support options and the associated costs.

Dead On Arrival (DOA): If newly purchased appliance arrives to a customer site in a non-functional state or becomes non-functional within 90 days of the entitlement start date, McAfee will ship a new replacement appliance within 48 hours. McAfee Support will require the Sales Order Number to process this type of request.

To read the full Hardware Warranty, please see:

<http://www.mcafee.com/us/resources/misc/mfe-hw-warranty.pdf>

Product Lifecycle and End of Support dates, please see:

<http://www.mcafee.com/us/support/support-eol.aspx>

3.4 McAfee Appliance Tamper Seal Stickers

All McAfee hardware devices include a tamper-proof seal sticker to ensure that the hardware has not been compromised. Breaking the seal, except with the specific instruction of an McAfee Support Technician or as part of a defined upgrade process, will void your hardware warranty.

If you install an McAfee upgrade kit you will not void the warranty. Please ensure that you follow the defined upgrade process to eliminate risk of physically damaging the unit in the process. A replacement Tamper Seal Sticker is included with the upgrade kit. McAfee will not accept liability for any appliance damage or personal injury that may occur during the upgrade process. Ensure that you follow basic precautionary measures, such as using anti-static wrist traps to avoid static discharge and never opening an appliance connected to power.

About McAfee

McAfee is the device-to-cloud cybersecurity company. Inspired by the power of working together, McAfee creates business and consumer solutions that make our world a safer place. By building solutions that work with other companies' products, McAfee helps businesses orchestrate cyber environments that are truly integrated, where protection, detection, and correction of threats happen simultaneously and collaboratively. By protecting consumers across all their devices, McAfee secures their digital lifestyle at home and away. By working with other security players, McAfee is leading the effort to unite against cybercriminals for the benefit of all. <http://www.mcafee.com>

