



ClearCube Equipment Warranty Options

Industry Leading Standard and Enhanced Coverage Providing Various SLAs and Peace of Mind

When our customers purchase any product or solution from our lineup, they receive a world class support plan alongside it. While most competing manufacturers provide a limited warranty requiring Return To Depot (RTD) for fulfillment, ClearCube is unique in our Standard offering of an Advance Replacement Warranty to US Customers. Rather than wait for product to be returned to factory, repaired, and shipped back possibly weeks later as is the case with other manufacturers, ClearCube customers are sent replacement products immediately after notifying ClearCube technical services. This allows a much faster return-to-service to minimize lost productivity.

Pick Your Level and Term

Standard Warranty coverage provides customer response within 2 hours during normal business hours (7am-7pm CST). Replacement products are typically delivered within 96 business hours from domestic US submissions. For customers requiring faster response and service, we offer premium support that provides 24x7 responses, expedited replacement shipping, and senior level support professionals.

One year of standard coverage is included with every product purchase. A minimum of three years extended coverage is available at time of purchase at a discounted annual rate. Depending upon support level chosen and replacement inventory, a fourth and fifth year of coverage can be added to your initial procurement as well.



* products that contain multiple modules (eg. SmartVDI, ClientCube, etc.) may be serviced at the individual module level and subject to available stock on hand .

Redefining Support

Our team of highly trained support engineers is standing by to assist customers with any issues they may be experiencing – well beyond simple equipment related problems and configuration challenges. With certifications from a variety of Tier One technology partners, our team can usually diagnose and remediate unique integration challenges presented by Microsoft, VMware, Citrix, Cisco and other 3rd party solution components.



Hardware Warranty Benefits



Advance Replacement Standard*



Enhanced Coverage Options Available



Extended Terms up to 5 years from Purchase



World Class Service and Support

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Service Description	Standard Warranty Services	Premium Warranty Services
Telephone Support: Monday – Friday, 7:00 a.m. – 7:00 p.m. (CST).	✓	✓
Extended Telephone Support: 7 days a week, 24 hours a day.		✓
Online Support Portal Access via http://support.clearcube.com	✓	✓
96-hour RMA delivery in North America.	✓	✓
36-hour RMA delivery in North America		✓
48-hour RMA delivery Internationally.		✓
Bi-annual account reviews with ClearCube & Partner Account Teams.		✓
Direct access to Level II Technical Support Engineers.		✓

Specialty Zero Clients



Thin Clients



Zero Clients



Software & OS



Blade PCs



Support Contact Info

Telephone

Toll Free: 866-652-3400

Local: 512-652-3400

Email

support@clearcube.com

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Sales
Toll
Support

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