

Replibit Appliance Warranty Information

Axcient understands the importance of your Axcient Appliance investment, which is why we offer several warranties and optional services to support your new deployment. These Warranty options will be available for you to select at the time of purchasing your new Appliance from the Axcient Replibit Licensing Portal.

3-Year Standard Warranty

We include a 3-year Standard Warranty on all Axcient Replibit Appliances at no additional cost included in your purchase (this does not apply to build-your-own appliances). You must select **3yr Warranty** from the drop-down menu when you purchase your BDR unit through the Axcient Replibit Licensing Portal.

The Axcient 3-Year Standard Warranty provides the following:

- 3-Year Standard Warranty coverage (included),
- Email and phone support, and
- Remote troubleshooting.

5-Year Standard Warranty

You have the option to purchase a two-year extension over and above the included 3-Year Warranty at an additional cost. However, in order to qualify for this extended 5-Year Warranty, you *must purchase it at the same time as your BDR Appliance*. You must select **5yr Warranty** from the drop-down menu when you purchase your BDR unit through the Axcient Replibit Licensing Portal.

This upgrade cannot be added if you already selected the standard 3-Year Warranty and purchased your Appliance.

The Axcient 5-Year Extended Warranty at the additional charge provides the following:

- 5-Year extended Warranty coverage,
- Email and phone support, and
- Remote troubleshooting.

2nd Day Air Advanced Parts Replacement

We understand it's imperative to have your system readily available in the event of a hardware failure. Therefore, Axcient includes a 2nd-day-air Advanced Parts Replacement on all Axcient Replibit appliances. This service enables us to quickly ship replacement parts to minimize any downtime. The 2nd-day-air Advanced Parts Replacement service allows for replacement parts to be shipped within 2 business days.

When returning a replacement part, we give our partners up to 14 days from the time the replacement part ships to return the broken part. When returning a damaged part, please use the same packaging that the new part arrived in, as well as the paid return shipping label that arrives with your new part.

Note: If the part is not returned within the 14-day window, you will be invoiced for the replacement part.

Note: Spare Parts Kits are available for all three Appliances. However, Field Upgrade Kits are only available for the Pro and the Rack Appliances (not available for the Mini).

Voided Warranty

Only SSDs with special firmware from the manufacturer are supported. Attempted use of unsupported SSDs will void all support and all warranties.

Terms and Conditions of Sale

For Axcient Terms and Condition of Sale and Warranty Entitlement, please visit [Axcient.com](https://www.axcient.com).

For more detailed information on purchasing your preferred Warranty option, Spare Parts, or Upgrade Kits, please review the [Replibit Licensing Portal User Guide](#).