



VIAMI Observer Hardware Repair Policy

Viavi will repair any hardware with active annual maintenance & support agreement for your Observer Product Family appliances.

All new Observer appliances are sold with a minimum one (1) year Annual Support & Maintenance agreement.

Annual Support & Maintenance agreements are renewable for up to 48 months (4 years) consecutively from the date of purchase for Observer Gen 2 appliances sold prior to January 1, 2017.

Annual Support & Maintenance agreements are renewable for up to 60 months (5 years) consecutively from the date of purchase for Observer Gen 3 and Gen 4 appliances sold on or after January 1, 2017.

Gen 3 & 4 Products: Hardware Repair: Field Service at customer site.

Field service is the standard offering for all Gen 3 & 4 rack mounted GigaStor and Apex appliances.

Note: On-site repair service is not available for Gen 3 & 4 GigaStor Portable or Gen 2 Observer appliances.

GigaStor Portable Gen 3, and all Gen 2 or earlier products, Hardware Repair: Depot Service at a Viavi Regional Repair Facility Location

Customer is responsible for packaging & shipment of the unit to a Viavi in Regional Repair Facility. The product must be returned to a Viavi in proper packaging.

If you require replacement packaging for the return of your hardware products, please contact Viavi Observer Technical Support Center (TAC) for the purchase of shipping materials.