Myricom SmartNIC Products

Warranty and Support Offerings

ARIA Cybersecurity Solutions leverages state-of-the-art technologies in innovative ways to design and manufacture products and solutions that solve our customers' most challenging problems. Strong domain expertise along with our unrivaled customer support is the foundation upon which we build long-term business relationships.

Features and Benefits

- Knowledgeable support engineers with domain expertise in networking solutions optimized for cybersecurity, financial trading, content creation, and storage networking.

- Standard support includes access to application notes and technical tips; global patch downloads; product news and alerts.

- Standard warranties are 90 days for software; three-year, hardware return to factory, for LANai- based network adapters, and one-year hardware for all other Myricom SmartNICs.

Domain Expertise

Our highly experienced support engineers are familiar with how Myricom products are used within the context of some of the most demanding networking applications. The most common examples include cybersecurity, high frequency trading, content creation and storage networking.

Optional Warranties and Maintenance Contracts

The Myricom ARC Series LANai-based boards (e.g. C-Series) carry a standard warranty of three years for hardware defects. All other ARC network adapters (e.g. D and E-Series) ship with a one-year standard hardware warranty. All ARC Series adapters come with 90-days of free software support, as well as any software upgrades shipped within that 90-day timeframe. For a fee, customers can extend our hardware and software warranty. ARIA Cybersecurity Solutions has support resources in North America, Asia, and Europe.

Standard Warranty

Hardware

Myricom ARC Series network adapters, based on the LANai processor, ship with a three-year hardware warranty. All other Myricom ARC Series network adapters ship with a one-year hardware warranty.

Warranties are honored only for new from factory adapters purchased via ARIA Cybersecurity Solutions direct sales or through an authorized distribution channel.

ARIA Cybersecurity warranty covers defects in materials and workmanship. We explicitly disclaim any warranty on fitness for a particular purpose. If there is a defect, customers may request an RMA number through the support section of the ARIA Cybersecurity website or by sending an email to RMA@ariacybersecurity.com. Domestic U.S customers are required to pay shipping fees to return the board to the factory and we will pay shipping fees to return the repaired board. For international customers, shipping costs will be paid by the parties requesting the return. The warranty period begins when a product departs our facility. However, we offer up to a three-month grace period to   offset any time the products may take to pass through our distribution channels.

To take advantage of the grace period, customers must provide ARIA Cybersecurity with paperwork showing the shipment date of the order to its first end-user.

Software

All new network adapters ship with 90-days of bundled software support. Additionally, all of our software ships with license agreements. If there is a conflict between that agreement and this document, the license agreement prevails.

Extended Maintenance Contract Hardware

Customers can purchase a one-time, one-year extension beyond the standard hardware warranty. The extension must be purchased within the one-year active hardware warranty period. This provides continued email support and addresses errors associated with defects in materials and workmanship, as well as advance replacement of a defective adapter. For pricing and more details, please contact your account sales manager or the support team.

Repairs

For adapters that are out of hardware warranty customers can choose to have the boards repaired for a nominal fee. For pricing and more details, please contact your sales account manager or the support team.

Professional Services

For support items that are deemed to be outside of a standard feature set (such as DBL, Sniffer10G or MVA) customers can request access to our professional services team at a per hour expense. Acceptance of any professional services engagement is at ARIA Cybersecurity's discretion. For pricing and more details, please contact your sales account manager or the support team.

Order Details

45-04603	One time, one-year extension of Myricom SmartNIC maintenance and support ; Must be purchased within factory warranty period.

Contact Us to Discuss Your Support Needs   ✉   **ARIA_support@ARIACybersecurity.com**

ABOUT ARIA CYBERSECURITY SOLUTIONS

ARIA Cybersecurity Solutions recognizes that better, stronger, more effective cybersecurity starts with a smarter approach. Our solutions provide new ways to monitor all internal network traffic, while capturing and feeding the right data to existing security tools to improve threat detection and surgically disrupt intrusions. Customers in a range of industries rely on our solutions each and every day to accelerate incident response, automate breach detection, and protect their most critical assets and applications. With a proven track record supporting the Department of Defense and many intelligence agencies in their war on terror, and an award-winning portfolio of security solutions, ARIA Cybersecurity Solutions is committed to leading the way in cybersecurity success.

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