

# Support Policy

Revision ID: 1.2 | December-2024



Wi-Fi



Switches



Gateways



Q-Services

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## Quantum Networks Overview

Quantum Networks is a leading-edge networking equipment brand providing full-stack, cloud-managed solutions. It offers various models under product rubrics, such as Indoor Access Points, Outdoor Access Points, Gateways and Quantum Networks Switches such as Data Centre Switches, Core Switches, Enterprise Switches, Industrial Switches, QASA Switches and Transceivers. Additionally, privileged Q-services solutions such as QSMP, QPASS, QAM, QNMS and Q-LOG. Among its highly innovative technology offerings are Quantum Networks Rudder, Quantum Ace and Quantum Secure. The Quantum Networks Rudder (cloud-managed) solution allows users to manage their entire network from anywhere across the globe. Quantum Networks is dedicated to creating innovative and intelligent wireless networking solutions.

## Warranty Terms

**Quantum Networks** shall guarantee good quality and proper functioning of the purchased device if used in the manner appropriate for the purpose thereof in accordance with the operation manual and shall provide warranty services subject to the following conditions:

- This Warranty covers defects resulting from defective parts, materials or manufacturing if such defects are revealed during the period of:
  - Indoor Access Points - 36 months from the date of product activation
  - Outdoor Access Points - 12 months from the date of product activation
  - Switches - 36 months from the date of product activation
  - Gateways - 36 months from the date of product activation
- The device is considered defective if it fails to perform the functions as indicated in the operation manuals, technical specifications or any other similar documents supplied with the equipment and the failure is due to internal device characteristics.
- The Warranty does not cover consumables or parts of limited regular functionality due to natural wear and tear.
- The defects and damages revealed during the warranty period shall be repaired free of charge exclusively by the Quantum Networks Service Center, as provided by the Quantum Networks Support Center, within 14 working days from the date of delivering the device to the service center.
- The defect and damage removal time could be extended if replacement parts need to be imported from outside the country.
- Warranty services will be provided under the following conditions:
  - Immediately and effectively notify Quantum Networks about the determined device's defects and cease any use of it.
  - The serial number of the delivered defective device must match the serial number sold to the Customer along with the RMA No. issued by Quantum Networks Support Center.
  - Please do not ship any accessories along with the device.
  - If it is necessary to ship the accessories, Quantum Networks Service Center should be notified in writing of any such accessories.
  - The delivered device should have intact production seals applied by Quantum Networks.
  - The device should be appropriately packaged during its loading, transportation and unloading.
  - The shipment to the Quantum Networks Service Center must be arranged and paid for by the customer.

- Quantum Networks reserves the right to charge the Warranty beneficiary with the costs of service, transportation, insurance and customs clearance if the defect does not fall within the scope of this Warranty or the device has not been proven defective.

The Warranty does not cover:

- Mechanical or electric damages resulting from incorrect installation, configuration, usage or other activities inconsistent with the operation manual or contradictory to technical specifications attached to the device.
  - Damages caused by acts of God, floods, fires, lighting or other natural disasters, wars, unexpected events, inappropriate voltage, defective supply materials or other external factors.
  - The device that has been tampered with by the Warranty beneficiary or any other person in any way, including reconfiguration, repair, willful constructional variations, modifications and adjustments.
  - The device with serial numbers and/or the Quantum Networks seals are damaged or illegible.
  - The activities specified in the operation manual, remain the sole responsibility of the Customer in his capacity and at his own expense.
  - Defects resulting from the usage of improper or non-genuine supply materials.
  - Damages due to the user's fault or lack of knowledge.
  - The defective functioning of the device is caused by a conflict or incompatibility between software applications installed on the damaged device or on the equipment, in which the device permanently cooperates in accordance with the intended purpose of the device.
- Quantum Networks reserves the right to replace the defective device or its component with a free-of-defect equivalent thereof, provided that such equivalent ensures efficiency and functionality equal to or higher than the original device or component. The replaced defective device or components shall become the property of Quantum Networks.
  - Quantum Networks reserves the right to refuse to provide any Warranty services if it would result in a breach of applicable laws.
  - Quantum Networks shall not be held responsible for any failure in performance of the obligations as stipulated in this Warranty, whenever such failure is caused by a force majeure afflicting Quantum Networks. Force majeure means any event or circumstance beyond the reasonable control of Quantum Networks which prevents Quantum Networks from performing the obligations stipulated in this Warranty or results in the performance of the Warranty services that are inconsistent with the conditions stated herein and which could not have been foreseen by the Quantum Networks acting with the professional accuracy at the moment of assuming obligations under this Warranty.

- The rights granted by this Warranty shall not include the right of the Warranty beneficiary to claim any lost profits in connection with defects of the device. Quantum Networks shall not be held responsible for any material losses caused by the defective product.

These General Warranty Terms and Conditions may be changed if the Buyer and Quantum Networks establish different conditions in a separate agreement and the provisions thereof supersede the respective provisions of the Privacy and Terms and Conditions.

### SLA (Service Level Agreement) Matrix

Priority	Definition	Response Time	Resolution Time	Standard Coverages
Critical	Complete failure	30 minutes	6 hours	Network outage (Hardware DOA)
High	Major functionality failure	45 minutes	8 hours	Hardware failure/Devices malfunctioning
Medium	Moderate impact issues	1 hour	24 hours	RF tuning/Configuration/New deployment configuration
Low	Minor issues/queries	4 hours	48 hours	General support

Note: For any Hardware related issues, please refer RMA Policy.

### Support Escalation Matrix

Technical support and product updates of the purchased Device/Service will be provided as per below detail.

<b>Working Window</b>	
Monday to Saturday	08.00 AM to 10.00 PM
<b>Escalation Matrix</b>	
First Level	Jayesh Prajapati <a href="mailto:jayesh@qntmnet.com">jayesh@qntmnet.com</a>
Second Level	Hemang Bhavsar <a href="mailto:hemang@qntmnet.com">hemang@qntmnet.com</a>
Third Level	Deepak Chandrayan <a href="mailto:deepak@qntmnet.com">deepak@qntmnet.com</a>

In case of any technical problem related to the product, kindly send an e-mail to **[support@qntmnet.com](mailto:support@qntmnet.com)**