



# McAfee Hardware Support

## Overview

For your business to thrive, your network and systems must stay secure. McAfee® secures systems and networks around the world with comprehensive and proven solutions and services.

Only recently has business availability depended so heavily on proactive risk management and mitigation. If it is your charter to maximize protection, minimize downtime, and solve security problems quickly, our industry-leading software and hardware technical support programs are for you. Preventing problems before they hit you and recovering quickly if they do, are the goals of our proven hardware support programs. Responsive technical support is now a key element of your company's success.

## Just One Call (or E-Mail)

When your hardware fails you need it fixed—fast. And fast is as easy as:

1. Call or e-mail McAfee Technical Support.
2. Give us your Grant and Hardware Serial or Service Tag numbers.
3. McAfee Technical Support will guide you through a diagnosis. (We may ask to log on to your unit for a remote diagnosis.)
4. If we are unable to resolve the problem we will schedule onsite service or ship a replacement unit or component.

McAfee makes it easy and simple: We have all the right resources and are ready to deliver the needed service solution. When you contact us for service, you can rest assured that your equipment will be repaired and you will be back in operation quickly.

## Working with Your Support Specialist

A highly trained Technical Support specialist combines their expertise, as well as information in our comprehensive customer database that includes your product information, upgrades, and support history. With this knowledge, the Technical Support specialist will identify the right resources, support, service skills, and replacement parts to solve your problem.

## Meeting High-Availability Needs

If you have a high-availability need that is not met by the McAfee Hardware Services, additional options are available. For example, backup and load-sharing units are available for the McAfee WebShield® 3000 Series, and we offer two programs to provide spares for the McAfee IntruShield® series, for immediate availability of backup units if your primary unit fails.

## Availability Worldwide

If you have a need that is not met by the standard Technical Support Hardware Program, please contact your local McAfee or Partner representative.

	APAC	EMEA	Japan	LTAM	NA
Webshield 3000 Onsite Same Business Day	✓	✓		✓	✓
Webshield 3000 Next Business Day	✓	✓	✓	✓	✓
Webshield 3000 Parts Only	✓	✓			
Webshield eSeries and IntruShield RMA-Same Business Day Ship	✓	✓	✓	✓	✓
IntruShield Spares Service	✓	✓	✓	✓	✓
IntruShield Spares Purchase		✓			✓
McAfee Foundstone® Return to Factory	✓	✓	✓	✓	✓



## Flexible Options Allow You to Tailor Hardware Support to Your Requirements

Option	Requirement	Process
<b>Onsite Repair Same Business Day</b>	For emergency onsite problem resolution; parts and labor onsite the same business day	<ul style="list-style-type: none"> <li>• Contact McAfee Technical Support for diagnosis</li> <li>• If required, McAfee will schedule a service technician to arrive at your location within four hours after dispatch</li> <li>• If the determination is made after 1 pm (Support Center Time), the service call will be scheduled for the next business day</li> <li>• Business days are Monday to Friday, during normal business hours, in your time zone, excluding McAfee holidays</li> <li>• All parts and labor are included</li> </ul>
<b>Onsite Repair Next Business Day</b>	For onsite problem resolution; parts and labor onsite the next business day	<ul style="list-style-type: none"> <li>• Contact McAfee Technical Support for diagnosis</li> <li>• If required, McAfee will schedule a service technician to arrive at your location the next business day</li> <li>• If the determination is made after 3 pm (Support Center Time), the service call will be scheduled within two business days</li> <li>• Business days are Monday to Friday, during normal business hours, in your time zone, excluding McAfee holidays</li> <li>• All parts and labor are included</li> </ul>
<b>Parts-Only Service (Where Onsite Service is not available)</b>	Customer replacement units are sent airfreight overnight	<ul style="list-style-type: none"> <li>• Contact McAfee Technical Support for diagnosis</li> <li>• If the problem cannot be resolved, contact your authorized distributor to arrange for service</li> <li>• Parts-only are included</li> </ul>
<b>RMA Same Business Day Ship</b>	For rapid repair or replacement of hardware; replacement units and components are sent airfreight overnight	<ul style="list-style-type: none"> <li>• Contact McAfee Technical Support for diagnosis</li> <li>• If required, McAfee will ship a replacement unit or part for customer installation, using air freight overnight, the same business day the service call was received, for calls received before 3 pm (Support Center time). Delivery restrictions apply</li> <li>• Removal of the defective product or component and installation of the replacement is your responsibility</li> <li>• Replacement packaging will include instructions to return the failed product using the same carton that contains the replacement</li> <li>• McAfee pays all shipping</li> </ul>
<b>IntruShield Spares Service and Purchase Options</b>	Designed for organizations where RMA Same Business Day Ship does not meet their high-availability needs	<ul style="list-style-type: none"> <li>• Call McAfee Technical Support for diagnosis</li> <li>• If the sensor is defective, immediately replace the sensor with the onsite Spare</li> <li>• The Spare may not be used for production, testing, failover, or load balancing</li> <li>• You will receive a RMA Same Day Shipping replacement Spare to replace the defective sensor</li> <li>• The Spares Service must be renewed annually</li> <li>• The Spare assumes the Technical Support entitlements of the defective sensor</li> </ul>

### Above and Beyond

You can choose the level of service that you need with McAfee Hardware Support. We will help you find the combination of hardware service offerings that is right for your organization.

### No Surprises

Now you can accurately budget for hardware repair services.

- Select the service that meets your needs
- No hidden repair expenses that you would incur if your hardware were not protected

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