Essential Support Information

Hardware Support User Guide

2025

1 Hardware Support

This User Guide provides an overview of our Hardware Support offerings. These support options are designed to provide a seamless maintenance program for service and repair of our appliances. We have multiple support centers and hardware depot facilities around the world. Our global reach allows us to provide rapid repair and replacement of appliances as needed. In the event of a hardware issue, we will work quickly to resolve your situation.

1.1 Getting Assistance

Our Hardware Support options supplement your support contract with solutions specific to the hardware product you have purchased.

If you have issues with a hardware product, please contact support and your request will be escalated to the Hardware Support team. We offer a number of ways you can open a service request, depending on the urgency of your request.

- The Trellix Thrive Portal allows you to create and track Service Requests https://www.trellix.com/services/
- To contact support by phone, find the support number for you region on this Trellix site https://kcm.trellix.com/corporate/index?page=content&id=KB95597

1.2 Updating Hardware Location

When you purchase new hardware that will be deployed to a location other than the delivery address submitted on your order or you move your hardware to a new location, you must inform the Trellix Customer Success team of the new location. Moving the hardware to a new location does not change your existing hardware support contract. Failure to notify us of the change in location may affect our ability to provide service in a timely manner.

1.3 Hardware Support Availability

The availability of specific Hardware Support options is dependent on the geographic location of and type of appliance. If the hardware is deployed in a location where we cannot provide a specific service level, we will make commercially reasonable efforts to deliver the best alternative hardware support service possible.

2 Hardware Support Services

Trellix hardware support services are designed to maintain the optimal functioning of Trellix purchased hardware products. They encompass a wide range of activities, including Troubleshooting, On-Site repair, and/or Full Box Replacement.

FRU (Field Replaceable Unit): A hardware component designed to be replaced by an authorized field technician. It's a component that requires specialized tools or knowledge to replace.

CRU (Customer Replaceable Unit): A hardware component designed to be replaced by the customer without the need for a technician. It's a component like a power supply or hard drive.

Full Box Replacement (FBR): A Full Box Replacement (FBR) refers to the complete replacement of an entire system, rather than just individual components. The customer is responsible for a back up and transfer of the data before replacement.

Note: A full box replacement is considered a CRU

2.1 On-Site Repair Overview

On-Site repair refers to the repair of a device at the customer's location. This can be more convenient for customers. On-Site repair can also be faster, as technicians can often diagnose and fix problems more quickly when they have access to the device and its environment. An authorized service technician will be scheduled to the location of the defective hardware. The service technician will verify that the necessary hardware has been received at the location of the defective hardware.

2.2 Same Day

Same Day Support is 7X24. This service is designed to minimize system downtime and ensure rapid resolution of hardware issues.

Same-Day Service for Field Replaceable Units (FRUs) is a service to address the designated FRU-related issues. Upon verification and diagnosis of a faulty FRU, the required replacement FRU will be shipped on the same day or next business day. A validation of the replacement FRU part receipt is required prior to the technician visit. An authorized technician will be scheduled to the location of the hardware incident to replace the defective part on the same day or next business day the service request is received.

Same-Day Service for Customer Replaceable Units (CRUs) is a service to address designated CRU-related issues and no On-Site technician is required. This service means a replacement CRU will be shipped to your site on the same day or next business day the service request is received and acknowledged.

In the event a full box replacement is necessary, we will use commercially reasonable efforts to ship the replacement system on the next business day. Delivery times may vary and are subject to carrier schedules and customs regulations. Additional information may be required from the customer prior to shipping international deliveries.

Note: The same-day shipping commitment may be subject to carrier availability and other factors. We will make every effort to meet this commitment, but delays may occur in certain circumstances.

Regardless of support level, we require the full box system being replaced to be returned after media has been removed. If the replaced appliance is not returned, we reserve the right to invoice the customer for its replacement hardware.

Instead of returning the individual components, we recommend that customers securely dispose of the defective component, such as the disk, in accordance with their internal privacy guidelines and all applicable local regulations and compliance standards.

2.3 Next Business Day

Next Business Day Support is a 5x10 service. This service is designed to minimize system downtime and ensure rapid resolution of hardware issues.

Upon confirmation of diagnostic failure and acknowledgment of your service request, indicating the need for a field replaceable unit (FRU), a replacement unit will be shipped on the next business day. An authorized technician will be scheduled to the location of the hardware incident on the first business day following the validation of replacement FRU receipt.

Upon confirmation of diagnostic failure and acknowledgment of your service request, indicating the need for a customer replaceable unit (CRU), a replacement unit will be shipped on the next business day. A technician will not be scheduled or dispatched.

In the event a full box replacement (FBR) is necessary, we will use commercially reasonable efforts to ship the replacement on the next business day. Delivery times may vary and are subject to carrier schedules and customs regulations. Additional information may be required from the customer prior to shipping international deliveries.

Regardless of support level, we require the full box system being replaced to be returned after media has been removed. If the replaced appliance is not returned, we reserve the right to invoice the customer for its replacement hardware.

Instead of returning the individual components, we recommend that customers securely dispose of the defective component, such as the disk, in accordance with their internal privacy guidelines and all applicable local regulations and compliance standards.

2.4 Advanced Replacement (RMA) Next Business Day Ship

Advanced Replacement (RMA) is a service where a replacement product is shipped to you before you return the defective full box system. Replacement hardware will be shipped to the location of the defective hardware on the next business day after the hardware defect has been diagnosed. Delivery times may vary and are subject to carrier schedules and customs regulations. Additional information may be required from the customer for international deliveries which may result in a delay in shipping the replacement hardware.

We are responsible for the shipping costs of the replacement hardware and return of the defective full box system. You will be required to return the defective full box system in the packaging provided within 30 days following receipt of the replacement hardware and in accordance with the RMA process set forth in Section 8 of the Limited Hardware Warranty Statement at https://www.trellix.com/assets/legal/limited-hardware-warranty_12-16-24.pdf. Failure to return the defective full box system may result in an invoice for the replacement hardware at our then-current replacement price.

2.5 Geographical Limitations

While we strive to provide same-day service across our entire service area, geographical limitations, such as remote or less densely populated areas, may impact response times. In such cases, we will prioritize urgent requests and make every effort to minimize delays.

2.6 Exceptions

Severe weather conditions, natural disasters, or other unforeseen circumstances may impact the ability to meet our service commitment. In such cases, the service provider will make every effort to minimize delays and keep the customer informed.

3 Hardware Support Policies

The following policies apply to all Hardware Support services and options.

3.1 Hardware Support Disclaimer

Customers will be entitled to receive support services from us in accordance with the then-current "Technical Support and maintenance Terms and Conditions" https://www.trellix.com/assets/legal/technical-support-and-maintenance-terms-and-conditions.pdf. provided: (1) we accept the customer's valid purchase order for hardware and hardware support levels (we reserve the right to confirm product and country availability before acceptance of a valid purchase order); (2) the hardware support level acquired by the customer is available, and remains available, in the geographical region for which the customer purchased the hardware support; (3) the customer has made full payment of any applicable fees due to us or an Authorized Reseller. Hardware support will be provided in the same geographical region in which the applicable hardware was acquired. Hardware support is subject to distance restrictions and is subject to specific product and country availability as described under "Hardware Support Availability". In the event the customer relocates the hardware to a geographical region other than where the hardware was initially shipped, any agreed upon hardware support level may be slowed or may be entirely unavailable. In such an event, we shall be relieved of any obligations to perform hardware support. Please confirm product and /or country availability for hardware support with your local sales representative or Authorized Reseller representative. We reserve the right to immediately terminate support without further obligation to the customer if the customer tampers with or modifies the

product without prior written authorization from us or otherwise uses the product in violation of the applicable agreement or of these support terms. All hardware support levels are subject to change at our sole discretion. Any terms that by their nature extend beyond the termination remain in effect until fulfilled. We are not liable or responsible for any transportation or customs delays.

3.2 Customer Responsibilities

To receive services under our Hardware Technical Support and Warranty coverage, you are responsible for the following:

- Use of diagnostic tools to assess the hardware issue. Our technicians may require you to use diagnostic tools specific to your appliance model to troubleshoot the issue and validate the need for replacement. Use of these diagnostic applications is required before a part and / or technician can be dispatched. Their use may also be required during a technician's visit.
- A backup of all appliance configuration data (as described in the product documentation) must be available.
- We recommend that you have product identifiable information on hand at the time of any contact with Technical Support. This includes the serial number for the appliance and your entitlement or grant number.

3.3 Hardware Limited Warranty

We strongly recommend that you keep your hardware support agreement current. In the event you do not purchase support, you will not be covered under warranty outside the initial 90 days from ship date of your hardware purchase. In the event your hardware support agreement has expired, contact your sales representative or authorized reseller to determine support options and the associated costs.

3.4 Appliance Tamper Seal Stickers

All of our hardware devices include a tamper-proof seal sticker to ensure that the hardware has not been compromised. Breaking the seal, except

with the specific instruction of a Support Technician or as part of a defined upgrade process, will void your hardware warranty.

If you install our upgrade kit you will not void the warranty. Please ensure that you follow the defined upgrade process to eliminate risk of physically damaging the unit in the process. A replacement Tamper Seal Sticker is included with the upgrade kit. We will not accept liability for any appliance damage or personal injury that may occur during the upgrade process. Ensure that you follow basic precautionary measures, such as using anti-static wrist traps to avoid static discharge and never opening an appliance connected to power.

About Us

Trellix is a global company redefining the future of cybersecurity. The company's open and native extended detection and response (XDR) platform helps organizations confronted by today's most advanced threats gain confidence in the protection and resilience of their operations. Trellix's security experts, along with an extensive partner ecosystem, accelerate technology innovation through machine learning and automation to empower over 40,000 business and government customers. More at www.trellix.com.