



The **ByteSpeed**[®] “No Hassle” Warranty!

5-Year Warranty

(Desktops, Servers, & Thin Clients/Zero Clients)

3-Year Warranty

(Laptops & Monitors)

1 or 2-Year Warranty

(Other Laptops or Netbooks)

ByteSpeed is committed to honoring and maintaining our warranty. Our account managers and support team work closely with you to quickly resolve any warranty issues.

What IS Covered Under Warranty?

- Defects in materials and workmanship
- Standard manufacturer’s warranty applies to non-ByteSpeed branded hardware (EX: D-Link switches, Samsung printers, Tandberg backup devices, Spectrum laptop carts, etc.)
- Normal hardware failure

What IS NOT Covered Under Warranty?

- Vandalism and intentional damage
- Theft or Loss
- Improper use that is not in accordance with proper care of equipment (Spills, drops, ect.).
- Acts of nature
- Accidental damage

Reporting a Problem

- Using the ByteSpeed Serial number on the back of the machine is the easiest and most efficient way for our tech support team to track replacements, parts, or warranty issues (It will look like 20xx-xx-xxxx).
- Any problems occurring in the first 30 days of use can be reported as DOA. ByteSpeed will immediately fix or replace all DOA machines.
- Technicians can use ByteSpeed’s online customer support system to submit repair issues, track repair issues, manage their inventory, look up the configuration of a ByteSpeed computer, and more. For a login to the support portal contact helpdesk@bytespeed.com.

ByteSpeed Help Desk

- Please report any issues to ensure all ByteSpeed products are working properly. Contact ByteSpeed Support Mon-Fri 8am-5pm CST: 888.658.0715 or helpdesk@bytespeed.com.

Shipping Warranty Parts

- ByteSpeed guarantees all warranty issues are handled in a timely manner. Most warranty parts will ship the same day. Accelerated shipping is also an available option when needed for crucial situations.
- All ByteSpeed warranty parts will ship with pre-paid return labels for the bad part to return to Bytespeed , with the exception of Chromebooks (customers who purchase Chromebooks are responsible for repair shipping, even if the system is under warranty).
- ByteSpeed offers a custom parts closet option with quantity orders. The parts closet is in essence an extension of ByteSpeeds inventory on your site, it is only to be used for maintaining and repairing ByteSpeed computers. As parts are used from the parts closet, customers need to follow the standard RMA process to replenish new parts for their parts closet. This helps eliminate down time and makes warranty requests much easier for both ByteSpeed and our customers.