

## Comprehensive Support Plans for Maximum Network Uptime and Business Peace of Mind

- 24/7 live technical support and consultation
- Direct, scheduled access to product experts to help in configuration

### More Than Just Support – A Business Partnership

NETGEAR's ProSUPPORT for Business offerings provide you with peace of mind by extending and enhancing the standard warranty or support coverage included with your product purchase. With ProSUPPORT, you get 24/7 direct access to NETGEAR technical support engineers who can rapidly resolve technical issues both big and small. Connect with the people that have built your products and build the relationship that will contribute to your business success.

### OnCall 24x7 Tech Support

NETGEAR extends your initial 90-day technical support with the OnCall 24x7 Tech Support package. OnCall 24x7 services are conducted by phone, chat and email, to solve any of your technical challenges.

With an OnCall 24x7 Tech Support contract, customers will have a dedicated ProSUPPORT Hotline to call for high priority service, with a less than four-hour<sup>†</sup> response or call-back time. Technical support requests receive high priority escalations for issue resolution.

Please note that OnCall 24x7 Tech Support contract purchases are **non-refundable**.

### Professional Configuration and Setup Assistance

Schedule an appointment for a live consultation by an expert to configure, set up, or re-configure your device.

ZERO COST - INCLUDED WITH HARDWARE PURCHASE <sup>1</sup>	WITH OPTIONAL PROSUPPORT ONCALL 24X7 CONTRACT
Hardware Warranty <sup>1,2</sup> - Varies by product	Hardware Warranty <sup>1,2</sup> - Varies by product
NBD Replacement during Hardware Warranty Period - Select NETGEAR Business Products	NBD Replacement during Hardware Warranty Period - Select NETGEAR Business Products
90-Day 24x7 Free Technical Support <sup>3</sup>	Extended 24x7 Technical Support <sup>3,5</sup>
Support by Email	Support by Email
Support by Chat	Support by Chat
Support by Phone	Support by Phone
24x7 Online Chat Tech Support <sup>3,4</sup> - Select NETGEAR Business Products	24x7 Online Chat Tech Support <sup>3,4</sup> - For length of contract

<sup>†</sup> Except in cases of force majeure events such as war, natural disaster, strike, and other circumstances beyond reasonable control. During local non-business operating hours, English-only speaking personnel may provide the technical support.

## ProSUPPORT SKU

SERVICES	PROSUPPORT CATEGORY	PROSUPPORT PART NUMBER	CONTRACT
OnCall 24x7	Category S1	PMB0S11-10000S PMB0S31-10000S PMB0S51-10000S	1 year 3 year 5 year
	Category S2	PMB0S12-10000S PMB0S32-10000S PMB0S52-20000S	1 year 3 year 5 year
	Category 1	PMB0311-10000S PMB0331-10000S PMB0351-10000S	1 year 3 year 5 year
	Category 2	PMB0312-10000S PMB0332-10000S PMB0352-10000S	1 year 3 year 5 year
	Category 3	PMB0313-10000S PMB0333-10000S PMB0353-10000S	1 year 3 year 5 year
	Category 4	PMB0314-10000S PMB0334-10000S PMB0354-10000S	1 year 3 year 5 year
Professional Setup and Configuration (Remote) <sup>††</sup>	N/A	PSB0304-10000S	

<sup>††</sup> Initial consultation and follow-up installation and setup appointment (maximum 2-hours total, additional 2-hour increments available for purchase). NETGEAR requests customers allow for up to 48-hours between initial consultation and scheduled setup/configuration call.

## Availability by Product

PRODUCT CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY <sup>1,2</sup> (YRS)	90-DAYS FREE 24X7 TECH SUPPORT <sup>3</sup>	LIMITED LIFETIME 24/7 ONLINE CHAT TECH SUPPORT <sup>3,4,5</sup>	NBD REPLACEMENT DURING HW WARRANTY PERIOD	EXTENDED PROSUPPORT CATEGORY <sup>6</sup>
Unmanaged Essentials Switches	FS205	1 yr	Y	N	N	Category S1
	FS208	1 yr	Y	N	N	Category S1
	GS205	1 yr	Y	N	N	Category S1
	GS208	1 yr	Y	N	N	Category S1
	GS605	2 yr	Y	N	N	Category S1
	GS608	2 yr	Y	N	N	Category S1
Unmanaged SOHO Switches	GS305	3 yr	Y	N	N	Category S1
	GS305P	3 yr	Y	N	N	Category S1
	GS305PP	3 yr	Y	N	N	Category S1
	GS308	3 yr	Y	N	N	Category S1
	GS308	3 yr	Y	N	N	Category S1
	GS308P	3 yr	Y	N	N	Category S1
	GS308PP	3 yr	Y	N	N	Category S1
	GS316	3 yr	Y	N	N	Category S2
	GS316P	3 yr	Y	N	N	Category S2
	GS316PP	3 yr	Y	N	N	Category S2

## Availability by Product

PRODUCT CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY <sup>1,2</sup> (YRS)	90-DAYS FREE 24X7 TECH SUPPORT <sup>3</sup>	LIMITED LIFETIME 24/7 ONLINE CHAT TECH SUPPORT <sup>3,4,5</sup>	NBD REPLACEMENT DURING HW WARRANTY PERIOD	EXTENDED PROSUPPORT CATEGORY <sup>6</sup>
Unmanaged SOHO Switches	GS324	3 yr	Y	N	N	Category S2
	GS324P	3 yr	Y	N	N	Category 2
	GS324PP	3 yr	Y	N	N	Category 2
	GS348	3 yr	Y	N	N	Category S2
	GS348PP	3 yr	Y	N	N	Category 2
Unmanaged Business Switches	FS105	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	FS108	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	FS108P	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	FS116P	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	JFS524	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS105	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	GS108	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	GS116	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS108LP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS108PP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS116LP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS116PP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS908	3 Yr	Y	N	N	Category S1
	JGS516	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS516PP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS516UP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	JGS524	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS524PP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS524UP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS110MX	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
XSS05M	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3	
XSS08M	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3	
Plus SOHO Switches	GS305E	3 yr	Y	Y	Y	Category S1
	GS308E	3 yr	Y	Y	Y	Category S1
	GS305EP	5 yr	Y	Y	N	Category S1
	GS305EPP	5 yr	Y	Y	N	Category S1
	GS308EP	5 yr	Y	Y	N	Category S1
	GS308EPP	5 yr	Y	Y	N	Category S1

## Availability by Product

PRODUCT CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY <sup>1,2</sup> (YRS)	90-DAYS FREE 24X7 TECH SUPPORT <sup>3</sup>	LIMITED LIFETIME 24/7 ONLINE CHAT TECH SUPPORT <sup>3,4,5</sup>	NBD REPLACEMENT DURING HW WARRANTY PERIOD	EXTENDED PROSUPPORT CATEGORY <sup>6</sup>
Plus Switches	GS105E	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	GS105PE	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	GS108E	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	GS108PE	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	GS110EMX	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS116E	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS750E	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS908E	3 Yr	Y	N	N	Category S1
	JGS516PE	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	JGS524E	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	JGS524PE	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	XS708E	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	XS716E	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	XS512EM	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	XS724EM	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
Plus Click & Easy-Mount Switches	GSS108E	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	GSS108EPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GSS116E	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS408EPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
Nighthawk® Pro Gaming & Streaming Advanced Ethernet Switches	GS808E	3 Yr	Y	N	N	Category S1
	GS810EMX	3 Yr	Y	N	N	Category 1
Smart Managed Pro SOHO Switches	GS308T	5 yr	Y	N	Y	Category S1
	GS310TP	5 yr	Y	N	Y	Category S2
	GS324T	5 yr	Y	N	Y	Category S2
	GS324TP	5 yr	Y	N	Y	Category 1
	GS348T	5 yr	Y	N	Y	Category 1
Smart Managed Pro Switches	FS728TLP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	FS728TP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS108T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	GS110TP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS418TPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS510TLP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS510TP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS510TPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1

## Availability by Product

PRODUCT CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY <sup>1,2</sup> (YRS)	90-DAYS FREE 24X7 TECH SUPPORT <sup>3</sup>	LIMITED LIFETIME 24/7 ONLINE CHAT TECH SUPPORT <sup>3,4,5</sup>	NBD REPLACEMENT DURING HW WARRANTY PERIOD	EXTENDED PROSUPPORT CATEGORY <sup>6</sup>
Smart Managed Pro Switches	GS516TP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS716T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS724T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS748T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	MS510TX	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	MS510TXPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	MS510TXM	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	MS510TXUP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	XS708T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	XS712T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	XS716T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	XS728T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
XS748T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4	
Smart Managed Pro Switches with optional Insight Remote/Cloud Management	GS108T	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S1
	GS110TP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category S2
	GS110TPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS110TUP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS710TUP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS716TP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS716TPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS724TP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS724TPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS728TP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS728TPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	GS752TP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GS752TPP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
Stackable Smart Managed Pro Switch Bundles	GS752TSB	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GS752TPSB	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
Stackable Smart Managed Pro Switches	GS728TX	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GS728TXP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GS752TX	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GS752TXP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	GS752TXS	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3

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Insight Managed Smart Cloud Switches	GC108P	5 Yr	Y	N	Y	Category S2
	GC108PP	5 Yr	Y	N	Y	Category S2
	GC110	5 Yr	Y	N	Y	Category S2
	GC110P	5 Yr	Y	N	Y	Category S2
	GC510P	5 Yr	Y	N	Y	Category S2
	GC510PP	5 Yr	Y	N	Y	Category S2
	GC728X	5 Yr	Y	N	Y	Category 1
	GC728XP	5 Yr	Y	N	Y	Category 1
	GC752X	5 Yr	Y	N	Y	Category 2
	GC752XP	5 Yr	Y	N	Y	Category 2
Fully Managed Switches	GSM5212	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GSM7212F	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GSM7224	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GSM7224P	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GSM7226LP	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GSM7248	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	GSM7248P	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	GSM4210P	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GSM4212P	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GSM4212PX	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GSM4212UX	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	MSM4214X	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	XSM4216F	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
	GSM4328PA	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	GSM4328PB	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	GSM4328S	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	GSM4352PA	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	GSM4352PB	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	GSM4352S	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	XSM4316PA	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	XSM4316PB	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	XSM4316S	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	XSM4324CS	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
XSM4324FS	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4	

## Availability by Product

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Fully Managed Switches	XSM4324S	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	XSM4348CS	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	XSM4348FS	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	XSM4348S	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	XSM4396K0	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	XSM4396K1	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	CSM4532	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	XSM4556	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	GSM7328FS	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
Fully Managed Switch Chassis and Modules	XCM8903SK	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	XCM8903SX	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
	XCM8903SF	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
Wireless 802.11ac Access Points	WAC104	3 Yr	Y	N	N	Category S1
	WAC124	3 Yr	Y	N	N	Category S1
	WAC505	5 Yr	Y	N	Y	Category S1
	WAC505PA	5 Yr	Y	N	Y	Category S1
	WAC505B03	5 Yr	Y	N	Y	Category S1
	WAC505B05	5 Yr	Y	N	Y	Category S1
	WAC510	5 Yr	Y	N	Y	Category S2
	WAC510PA	5 Yr	Y	N	Y	Category S2
	WAC510B03	5 Yr	Y	N	Y	Category S2
	WAC510P8	5 yr	Y	N	Y	Category 1
	WAC540	5 yr	Y	N	Y	Category 1
	WAC540B03	5 Yr	Y	N	Y	Category 1
	WAC540PA	5 Yr	Y	N	Y	Category 1
Wireless 802.11ac Access Points	WAC564	5 yr	Y	N	Y	Category 1
	WAC720	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	WAC720B03	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	WAC730	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	WAC730B03	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	WAC740	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	WBC502	5 yr	Y	N	Y	Category 1
	WBC502B2	5 yr	Y	N	Y	Category 1

## Availability by Product

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Wireless 802.11ax Access Points	WAX214	3 yr	Y	N	N	Category S2
	WAX214PA	3 yr	Y	N	N	Category S2
	WAX218	3 yr	Y	N	N	Category 1
	WAX218PA	3 yr	Y	N	N	Category 1
	WAX610	5 yr	Y	N	Y	Category 1
	WAX610PA	5 yr	Y	Y	Y	Category 1
	WAX610Y	5 yr	Y	N	Y	Category 1
Wireless 802.11n Access Points	WN370	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 1
	WND930	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 2
Wireless Management Bundles	WB7520	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	WB7530	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	WB7620	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
Wireless Management Systems	WC7500	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	WC7600	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 3
	WC9500	Limited Lifetime <sup>1</sup>	Y	Y	Y	Category 4
WiFi Systems - Orbi Pro	SRK60	5 Yr	Y	N	Y	Category 1
	SRK60B03	5 Yr	Y	N	Y	Category 1
	SRK60B04	5 Yr	Y	N	Y	Category 1
	SRK60B05	5 Yr	Y	N	Y	Category 1
	SRK60B06	5 Yr	Y	N	Y	Category 1
	SRR60	5 Yr	Y	N	Y	Category 1
	SRS60	5 Yr	Y	N	Y	Category 1
	SRC60	5 Yr	Y	N	Y	Category 1
	SXK80	5 Yr	Y	N	Y	Category 2
	SXK80B3	5 Yr	Y	N	Y	Category 2
	SXK80B4	5 Yr	Y	N	Y	Category 2
	SXS80	5 Yr	Y	N	Y	Category 2
ReadyNAS Desktop RN210 Series	RN21200	3 Yr	Y	N	Y	Category 1
	RN212D22	3 Yr	Y	N	Y	Category 1
	RN21400	3 Yr	Y	N	Y	Category 2
	RN214D42	3 Yr	Y	N	Y	Category 2



## Availability by Product

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ReadyNAS Desktop RN420 Series	RN42200	5 Yr	Y	N	Y	Category 2
	RN422D2	5 Yr	Y	N	Y	Category 2
	RN422D4	5 Yr	Y	N	Y	Category 2
	RN422D6	5 Yr	Y	N	Y	Category 2
	RN422E2	5 Yr	Y	N	Y	Category 2
	RN422E4	5 Yr	Y	N	Y	Category 2
	RN422E6	5 Yr	Y	N	Y	Category 2
	RN42400	5 Yr	Y	N	Y	Category 2
	RN424D2	5 Yr	Y	N	Y	Category 2
	RN424D4	5 Yr	Y	N	Y	Category 2
	RN424D6	5 Yr	Y	N	Y	Category 2
	RN424E2	5 Yr	Y	N	Y	Category 2
	RN424E4	5 Yr	Y	N	Y	Category 2
	RN424E6	5 Yr	Y	N	Y	Category 2
	RN426E1	5 Yr	Y	N	Y	Category 3
	RN426E2	5 Yr	Y	N	Y	Category 3
	RN42600	5 Yr	Y	N	Y	Category 3
RN426D2	5 Yr	Y	N	Y	Category 3	
ReadyNAS Desktop RN420 Series	RN426D4	5 Yr	Y	N	Y	Category 3
	RN426E4	5 Yr	Y	N	Y	Category 3
	RN426E6	5 Yr	Y	N	Y	Category 3
	RN42800	5 Yr	Y	N	Y	Category 3
	RN428E4	5 Yr	Y	N	Y	Category 3
	RN428E6	5 Yr	Y	N	Y	Category 3
ReadyNAS Desktop RN516 Series	RN51600	5 Yr	Y	N	Y	Category 3
ReadyNAS Desktop RN520X Series	RN524XD4	5 Yr	Y	N	Y	Category 3
	RN526X00	5 Yr	Y	N	Y	Category 3
	RN526XD4	5 Yr	Y	N	Y	Category 3
	RN526XD6	5 Yr	Y	N	Y	Category 3
	RN526XE4	5 Yr	Y	N	Y	Category 3
	RN526XE6	5 Yr	Y	N	Y	Category 3
	RN528X00	5 Yr	Y	N	Y	Category 3
	RN528XE4	5 Yr	Y	N	Y	Category 3
	RN528XE6	5 Yr	Y	N	Y	Category 3

## Availability by Product

PRODUCT CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY <sup>1,2</sup> (YRS)	90-DAYS FREE 24X7 TECH SUPPORT <sup>3</sup>	LIMITED LIFETIME 24/7 ONLINE CHAT TECH SUPPORT <sup>3,4,5</sup>	NBD REPLACEMENT DURING HW WARRANTY PERIOD	EXTENDED PROSUPPORT CATEGORY <sup>6</sup>
ReadyNAS Desktop RN620X Series	RN626X00	5 Yr	Y	N	Y	Category 3
	RN626XE4	5 Yr	Y	N	Y	Category 3
	RN626XE6	5 Yr	Y	N	Y	Category 3
ReadyNAS Desktop RN628X Series	RN628X00	5 Yr	Y	N	Y	Category 3
	RN628XE4	5 Yr	Y	N	Y	Category 3
	RN628XE6	5 Yr	Y	N	Y	Category 3
ReadyNAS Rackmount RR2300 Series	RR230400	5 Yr	Y	N	Y	Category 2
	RR2304G2	5 Yr	Y	N	Y	Category 2
	RR2304G4	5 Yr	Y	N	Y	Category 2
	RR2304G6	5 Yr	Y	N	Y	Category 2
	RR231200	5 Yr	Y	N	Y	Category 3
	RR331200	5 Yr	Y	N	Y	Category 4
	RR2312G4	5 Yr	Y	N	Y	Category 3
	RR3312G4	5 Yr	Y	N	Y	Category 4
	RR2312G6	5 Yr	Y	N	Y	Category 3
	RR3312G6	5 Yr	Y	N	Y	Category 4
	RR2312G8	5 Yr	Y	N	Y	Category 3
	RR2312H8	5 Yr	Y	N	Y	Category 3
	ReadyNAS Rackmount RN3100 Series	RN3138	5 Yr	Y	N	Y
RN31842E		5 Yr	Y	N	Y	Category 3
RN31844E		5 Yr	Y	N	Y	Category 3
ReadyNAS Rackmount RR3300 Series	RR3312G2	5 Yr	Y	N	Y	Category 4
	RR3312G4	5 Yr	Y	N	Y	Category 4
	RR3312G6	5 Yr	Y	N	Y	Category 4
	RR331200	5 Yr	Y	N	Y	Category 4

## Availability by Product

PRODUCT CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY <sup>1,2</sup> (YRS)	90-DAYS FREE 24X7 TECH SUPPORT <sup>3</sup>	LIMITED LIFETIME 24/7 ONLINE CHAT TECH SUPPORT <sup>3,4,5</sup>	NBD REPLACEMENT DURING HW WARRANTY PERIOD	EXTENDED PROSUPPORT CATEGORY <sup>6</sup>
ReadyNAS Rackmount RR4300 Series	RR4312S0	5 Yr	Y	N	Y	Category 4
	RR4312S0	5 Yr	Y	N	Y	Category 4
	RR4312S4	5 Yr	Y	N	Y	Category 4
	RR4312S4	5 Yr	Y	N	Y	Category 4
	RR4312S6	5 Yr	Y	N	Y	Category 4
	RR4312S8	5 Yr	Y	N	Y	Category 4
	RR4312X0	5 Yr	Y	N	Y	Category 4
	RR4312X0	5 Yr	Y	N	Y	Category 4
	RR4312X4	5 Yr	Y	N	Y	Category 4
	RR4312X4	5 Yr	Y	N	Y	Category 4
	RR4312X6	5 Yr	Y	N	Y	Category 4
	RR4312X8	5 Yr	Y	N	Y	Category 4
ReadyNAS Rackmount RR4300 Series	RR4360X0	5 Yr	Y	N	Y	Category 4
	RR4360S0	5 Yr	Y	N	Y	Category 4

<sup>1</sup> NETGEAR SMB products come with a limited warranty that is valid only if purchased from a NETGEAR authorized reseller, and covers unmodified hardware, fans and internal power supplies. Requires product registration within 90 days of purchase; see <https://www.netgear.com/about/warranty> for details. Void if product has been modified or damaged in any way. Does not apply to software or external power adapters.

<sup>2</sup> Limited Lifetime Hardware Warranty and 24/7 Online Chat Support ends 5 years after product EOL date. Does not cover software. Does not apply to external power adapters.

<sup>3</sup> 24x7 technical support is offered in English only; all other regions follow local business hours.

<sup>4</sup> 24x7 Online Chat Tech Support duration varies by product. For Limited Lifetime Warranty products, online chat support duration ends with latter of hardware warranty or paid ProSUPPORT OnCall 24/7 contract expiration.

<sup>5</sup> Varies according to the duration of the ProSUPPORT contract.

<sup>6</sup> Products that contain multiple units may require separate and potentially different "Category" contracts for each unit. Refer to the specific product datasheet for more details.

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