



GigaTech products

Cisco Guideline THIRD PARTY POLICY

The Cisco guideline for support and warranty services for the use of third-party memory, cables, gigabit interface controllers (GBICs), filters, or other non-Cisco components is as follows:

- When a customer reports a product fault or defect and Cisco believes the fault or defect can be traced to the use of third-party memory products, cables, GBIC's, filters, or other non-Cisco components by a customer or reseller, then, at Cisco's discretion, Cisco may withhold support under warranty or a Cisco support program such as SMARTnet™ service.
- When a product fault or defect occurs in the network, and Cisco concludes that the fault or defect is not attributable to the use of third-party memory, cables, GBICs, filters, or other non-Cisco components installed by a customer or reseller, Cisco will continue to provide support for the affected product under warranty or covered by a Cisco support program.

The nature of the defect or error is the key to determining Cisco support obligations.

Some of our customers (End Users, Resellers, or Integrators) have been concerned that putting a GigaTech Memory, GBIC, or Cable into their system will cause their warranty, service contract, or SMARTnet to be jeopardized. Cisco perpetuates this fear, uncertainty, and doubt (FUD) among their clients in order to coerce them into buying their own higher priced products. The excerpt taken from Cisco's website states that the use of an alternative Memory, GBIC, or Cable does not affect the customer's warranty, service contract, or SMARTnet.

GigaTech Products offers a full line of compatible Memory, GBIC, and Cable products manufactured to be equal to, or better in quality than the Cisco original products. Selecting GigaTech solutions will provide you with the same high quality items at a fraction of the cost.

Additionally, Cisco products are warranted for only 90 days, forcing customers to purchase a costly service contract in order to maintain an extended warranty. GigaTech Products offers a free Lifetime Warranty on all Memory, Transceiver, and Cable products.