Palo Alto Guideline
THIRD PARTY POLICY

Palo Alto Networks, Inc. has the following policy regarding the use of third-party transceivers, power supplies, hard drives, or other components used within the Palo Alto Networks devices.

• If a customer uses a third-party component in a Palo Alto Networks device, and a fault is traced to the use of this third-party component, then at Palo Alto Networks' discretion, support and warranty service may be withheld.

• If a product fault is determined to not be related to the use of third-party components, then Palo Alto Networks will continue to support the customer per our standard support policies.

• At no time will hardware RMA support be provided on third-party components. If hardware is replaced and the fault is determined to have been caused by the installation of a third-party component, Palo Alto Networks reserves the right to charge for reasonable time and material rates for the service provided.

GigaTech
products

Some of our customers (End User, Reseller, or Integrator) have been concerned that putting a GigaTech Transceiver or DAC into their system will cause their warranty or support program to be jeopardized. Lenovo 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 Palo Alto's website states that the use of an alternative Transceiver or DAC does not affect the customer's warranty or support program.

GigaTech Products offers a full line of compatible Transceiver or DAC products manufactured to be equal to, or better in quality than the Palo Alto original product. Choosing GigaTech products will provide you with the same high quality items at a fraction of the cost.

Additionally, Palo Alto products are warranted for only 1 year, forcing customers to purchase a costly support contract in order to maintain an extended warranty. GigaTech Products offers a free Lifetime Warranty on all Transceiver and DAC products.