



# VIAVI Observer GEN2 Hardware Repair

VIAVI will repair any GEN2 hardware which has an active Service contract. VIAVI offers three levels of hardware repair services for your Observer Product Family hardware: Standard, Silver, and Gold. Software Maintenance contracts are sold separately and are required to maintain an active Hardware contract. Hardware contracts are sold for a maximum of four (4) years.

## **Standard Service:** Depot Service at a VIAVI Regional Repair Facility Location

Customer is responsible for shipping the unit back to a VIAVI in Regional Repair Facility using their FedEx or UPS account number. The product must be returned to a VIAVI in proper packaging. Any items sent to VIAVI Freight Collect will be refused.

If you require replacement packaging for the return of your hardware products, please contact VIAVI Observer Technical Support Center (TAC) to order replacement shipping materials. It will be the responsibility of the customer to pay for the delivery of shipping materials to their location for the return of their product.

## **Silver Service:** Depot Service at a VIAVI Regional Repair Facility Location

VIAVI is responsible for shipping charges for the overnight return of your product to a VIAVI Regional Repair Facility and the overnight return of your product to your location once the repairs on your product have been completed. VIAVI will contact you regarding the return of your product and will email you a pre-paid shipping label for the return of your product to VIAVI.

## **Gold Service:** Depot Service at a VIAVI Regional Repair Facility Location

VIAVI is responsible for shipping charges for the overnight return of your product to a VIAVI Regional Repair Facility and the overnight return of your product to your location once the repairs on your product have been completed. VIAVI is also responsible for shipping a “loaner in the air” product to your location for use while your product is being repaired, and the return of the “loaner in the air” product to VIAVI once your product has been repaired and returned to your location. VIAVI will contact you regarding the return of your product and the “loaner in the air” product and will email you a pre-paid shipping label for the return of your product to VIAVI.

**GEN3 Hardware Service:** See [GEN3 Field Service Repair](#) for information on hardware repair for any VIAVI GEN3 hardware.