






# Warranty Services

Patton offers a standard 1 year warranty on all products free of charge. Patton will repair or replace any unit under warranty. Warranty services may be Extended and Enhanced for a very small fee. With an Enhanced Warranty you don't pay return shipping costs and Advanced Replacement units are shipped overnight.

Warranties	Description	Repair or Replace	Extends Free Basic Support	Expense Free Software Maintenance	Advanced Replacement
<b>Standard Warranty</b>	Patton offers a standard warranty of 12 months from the date of original shipment	Free			
<b>Extended Warranty</b>	The standard warranty can be extended for up to 5 years from the date of original shipment, extending Free Support and Software Maintenance.	Free (Patton pays shipping 1-way)			
<b>Enhanced Warranty*</b>	The enhanced warranty adds a "spares" service. An advance replacement is shipped next-day priority, should you have a hardware failure.	Free (Patton pays all shipping)			

\* Enhanced Warranty is not available as a standard service for Edge/Core Carrier Network Equipment, including the SN10K Series. Please consult our [Support & Service Guidance for Edge/Core Carrier](#)

## Order Codes:

### Customer Premise Equipment:

#### Extended Warranty

##### SKUs

SVC-EXTWAR2  
SVC-EXTWAR3  
SVC-EXTWAR4  
SVC-EXTWAR5

#### Enhanced Warranty

##### SKUs

SVC-ENHWAR1  
SVC-ENHWAR2  
SVC-ENHWAR3  
SVC-ENHWAR4  
SVC-ENHWAR5

### Edge/Core Carrier Network Equipment:

SVC-WTE-10100 - Warranty Extension, 1 Year, for SN10300  
SVC-WTE-10200 - Warranty Extension, 1 Year, for SN10200  
SVC-WTE-10300 - Warranty Extension, 1 Year, for SN10300 (1 ELEMENT)  
SVC-WTE-3120 - Warranty Extension, 1 Year, for the RAS 3120  
SVC-WTE-3125RC - Warranty Extension, 1 Year, for the RAS 3125RC