



## Warranty and Support Auto-Activation

Frequently Asked Questions related to the change of support policy since 1<sup>st</sup> of December 2015.

### **NEW- EFFECTIVE START DATE 1<sup>st</sup> OF DECEMBER 2015-NEW**

Due to delays in system updates, the Warranty and Support Auto-activation change originally planned to start on the 1<sup>st</sup> of October 2015 has been effective since 1<sup>st</sup> of December.

### Main changes to the Warranty and Support Policy:

**All units** shipped from **1st of December 2015** will have the product warranty and support start at the EARLIER of the following events:

- At time of registration
- At first point when unit will connect with Fortinet and request updates
- **If these two events do not occur within 100 days of the shipment of product from Fortinet, the hardware, service and support will be auto-activated 100 days from Fortinet shipment to Distributor.**

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## Timing & Eligibility

**Q: Has this new policy already started? If yes, from when?**

**A:** Yes the policy started for everything **shipped** from Fortinet on December 1st, 2015 for International & LATAM. The change of policy originally planned on Oct 1<sup>st</sup> was moved to 1<sup>st</sup> of December due to delays in updating systems. This delay may have caused confusion.

**Q: Having tried to register a product on the 20<sup>th</sup> of October, the updated warranty conditions were not appearing. Is this normal?**

A: We unfortunately experienced some implementation delays with our systems, and the new terms were only implemented on 1<sup>st</sup> of December. In our commitment to support our partners and customers fairly, we have decided to move the start date to December 1<sup>st</sup>. We apologize for any confusion this may have caused for your or your customers.

**Q: If a new FortiCare contract is purchased now for an existing hardware (base-only) unit shipped a year ago, what will be the start date of the contract?**

A: If the contract is purchased after Dec 1, 2015, it will either start at the end of the contract already active on the product, or follow the new policy start parameters. Again some confusion may have been resulted from the systems update delay. However, since the 1<sup>st</sup> of December, the portal is fully updated and you can now easily see the auto-start date when registering a unit.

**Q: Are renewal contracts part of the new policy?**

A: The new policy does **not** affect the renewal process, the renewal is due when the support contract expires. The new policy only has an effect on when warranty/support contract starts. Please note that the renewal process needs to be done through the Renewal tool which will issue a quote ID. If the renewal order does not include a Quote ID, it will be considered as a new contract, and therefore fall under the new policy. Please make sure that every renewal request is done through the quote portal and includes a quote ID.

## Partner practices and processes

**Q: Are products that are in Distributors inventory, but ordered before 1st of December 2015, concerned by this policy change?**

A: No, the previous warranty policy applies to products at distributor shipped before 1<sup>st</sup> of December 2015.

**Q: Our resellers are complaining that they do not know when appliances were shipped from Fortinet to Distribution. Therefore, they feel misinformed. How can they avoid receiving a unit from Distribution inventory that already has the warranty auto-activated?**

This scenario will not affect many products, as the policy change only concerns units shipped to distribution on or after 1<sup>st</sup> of December 2015.

As outlined in the EULA, it is the distributor's responsibility to manage their inventory and ensure they are not exceeding the 100-day grace period. More information can be found here:

<http://www.fortinet.com/doc/legal/EULA.pdf>

With the information displayed on the portal since 1<sup>st</sup> of December, Fortinet's distributors will be able to manage their inventory and auto-activation date easily.

**Q: If a distributor buys a support service and does not link it to an S/N, what happens after 100 days?**

A: The support contract will "auto start" at the 100-day mark if it is not registered prior, and will then expire 365 days from that date. If a 2-year license is bought on December 1<sup>st</sup> 2015 and not registered, it will auto-start after 100 days, so approximately 15th March 2016. In case of registration on April 2017 the services will expire on March 15th 2018.

**Q: After the 100-day grace period, the support will begin automatically. To which customer account will the support be linked to? And will the actual customer still be able to register the appliance in our FortiCare Portal?**

A: It will not be linked to an account automatically, but the support contract will be activated so start counting down days.

### From 1st of December 2015

The following information will be displayed on the Customer Service & Support Portal to the end customer of why/when the warranty started. They will see the hereunder message when registering the product:

General

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Product Model: FortiGate 60C  
Serial Number: FGT60C3G13001286  
Registration Date: 2015-09-21  
Ship Date: 2013-03-15  
Warranty: Fortinet Internal Order ?  
**Warranty Support Start Date: 2013-05-15**  
**Warranty Support Start Event: Auto-started 60 days after ship date ?**  
Description: EMEA Support Sophia Lab Device  
Partner: Fortinet EMEA Sophia

**Q: One of our resellers bought several units from distribution previously, as they were heavily pushing a technology. How should they handle these units moving forward?**

A: As units were most likely purchased before 1<sup>st</sup> of December, the units are placed under the previous policy. However, moving forward the reseller should avoid acting as a distributor, and keep a minimum of stock (45 days max).

## Customer scenarios

**Q: Customer spare box: The support for a spare box starts automatically after 100 days. Let's say the active box has 3 years of support, but stops working after 2.5 years. If the remaining 6 months are transferred from the active box to the spare box, will any of the 6 months of service be lost (through backdating)?**

A: If a spare box is swapped with active box, the spare box will assume the support contract of the prior active box. The customer will need to go into FortiCare and swap the serial numbers just as if they were doing an RMA.

**Q: What happens to licenses ordered separately? Do they have an expiration date?**

A: The policy covers both bundled support/warranty and standalone support. Stand-alone licenses follow the same process, as they will be used on hardware.

- At time of registration
- At initial point of connection with FortiGuard
- If these two events do not occur within 100 days of the shipment of product from Fortinet, the hardware, service and support will be auto-activated 100 days from Fortinet shipment to Distributor.

**Q: If a customer purchases hardware-only with subsequent add-on of 1 year of 24x7 or 8x5 FortiCare, when would warranty start?**

A: Forticare will start upon contract registration, and overrides the hardware and software warranties.

**Q: If the hardware bundle and contract for the same device are auto-activated after 100 days, can we guarantee that contract is not getting lost, rather added on?**

A: Unfortunately it is not possible to associate the standalone support contract with the bundled at time of shipment. It is absolutely imperative the customer registers the support contract PRIOR to the 100 day expiration with the bundled support to ensure it is not auto started for 1 year.

## Glossary

**New service start policy** Located here <http://www.fortinet.com/aboutus/legal.html> section 7

**Standard unit:** Hardware unit including 1 year hardware warranty + 3 months of enhanced support + 3 months of firmware update. Follows the new start service policy. Warranty will auto-activate on the 101th day following shipment from Fortinet, if not registered.

**FortiGate UTM Bundle unit:** Hardware unit including a package of FortiCare 8x5 (Hardware warranty, firmware update, enhanced support) and FortiGuards (Anti-Virus, AntiSpam, Web Filtering and Next Generation Firewall). Follows the new start service policy.

**FortiMail Bundle unit:** Hardware unit including a package of FortiCare 8x5 (Hardware warranty, firmware update, enhanced support) and FortiGuard (Anti-Virus and AntiSpam). Follows the new start service policy.

**Standalone contract:** Contract purchased individually to be registered on a unit. Follows the new start service policy.

**Bundle contract:** A software package that includes FortiCare (Hardware warranty, firmware update, enhanced or comprehensive support) and FortiGuard. Follows the new start service policy.

**Continuous service policy:** When a customer does not renew by the expiration date, then a lapse in the service period occurs which makes the customer's environment vulnerable to security related threats. Any lapses in service will require coverage back to the contract expiration date in order to maintain continuous service coverage. The maximum back coverage is limited to six months.

<https://partners.fortinet.com/FortiPartnerPortal/CMS/SearchDocument.do?keyword=continuous+service+policy&filterType=3&category=51> .

The new start service policy does not affect the continuous service policy.

**Contract Auto-activation:** A standalone contract will be auto-activated if not registered on Fortinet's website within 100 days from Fortinet's shipment date. Auto activation does not mean Auto-registration. The contract still needs to be manually registered on the appropriate Fortinet support account.

**Hardware auto-activation:** A unit (Bundle or Standard) will be auto activated if first point connection with FortiGuard has not been done, or if not registered on Fortinet's website within 100 days from Fortinet shipment date. Auto-activation does not mean auto-registration. Your unit still needs to be manually registered on your Fortinet support account.

**Auto-registration:** Only **renewal contracts** are automatically registered by Fortinet as they are generated via our Co-term and Renewal Tool. Does not apply to units and new start service policy.

**Portal:** Customer Service & Support Portal [www.support.fortinet.com](http://www.support.fortinet.com)

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