



ELFIQ LINKCARE PLANS

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Every day, your employees rely on network connectivity to access business critical services and applications to get their work done. With that in mind, downtime now ranks among the top source of lost productivity for businesses worldwide.

ELFIQ by Adaptiv Networks optimizes business productivity by protecting your employees against downtime and improving the performance of their cloud-based and on-premise applications. Maintenance & Support Plans help customers maximize their ELFIQ investment by offering enhanced visibility and around the clock access to the certified professionals on our world-class Adaptiv Networks support team.

ELFIQ by Adaptiv Networks

Contact us today to find a certified ELFIQ solution provider

adaptiv-networks.com | sales@adaptiv-networks.com



What You Get With Your LinkCare Plan



Real-time Support

With three support and operations offices across the globe, Adaptiv Networks can assist you in your time zone, when you need it.



Actionable Information

With easy-to-use reports and dashboards, pinpoint the source of performance issues, and identify cost savings opportunities.



Professional Services

Our team of experts is there to help make sense of your network data, and to make sure that you get the most of your ELFIQ solution.



Stay Connected and Save

With so much hanging in the balance, it's important to have access to assistance as you need it, when networking issues arise, and to keep your ELFIQ solution up to date with the latest software version. To reinforce our commitment to keeping your business connected and productive, Adaptiv Networks has introduced a special hardware upgrade program for clients under maintenance and support.

- Keep your ELFIQ product under Standard Maintenance for 36 months, and your next hardware purchase will be **15% off list price.**
- Upgrade to Gold maintenance for at least one year and we'll take off **25% off list price.**

Your network requirements may change, and this program is designed to let you choose any active ELFIQ hardware platform of your choice.

LinkCare Maintenance & Support Plans

Maximizing network uptime is our team's top priority. Whether you need occasional support or around the clock access to a support engineer, our operations team has a maintenance plan that meets the technical and business requirements of your organization.

1 Basic Set and Forget Stay up to date with the latest firmware	2 Standard Deeper Dive Leverage data to improve your network	3 Gold Peace of Mind Let Adaptiv help optimize your network
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ELFIQ Support Centre

Your organization can enjoy unlimited access to the ELFIQ Support Center to assist with any question related to our solutions. This includes: access to ELFIQ experts by phone and online, configuration assistance, diagnostics of network problems and remote minor configuration changes of your ELFIQ unit.

Managed ELFIQ Services

Certain interventions like firmware updates or primary link migrations, can be performed by ELFIQ specialists based on the selected support plan on a customer's ELFIQ unit.

ELFIQ AppOptimizer

Prioritize, limit or block specific applications to improve performance, or to implement corporate policies across your network. Get to experience this powerful product for free with every LinkCare plan.

LINKCARE PLANS	BASIC	STANDARD	GOLD
Adaptiv Network Support Center, 8 a.m. - 6 p.m., business days ¹	●	●	●
30-day free access to AppOptimizer (upon demand)	●	●	●
Online access to firmware and software releases ²	●	●	●
Online access to technical documentation and configuration guides	●	●	●
12-Month hardware warranty ³	●	●	●
Extended hardware warranty ⁴		●	●
Advanced Hardware Replacement ⁵		●	●
Managed firmware upgrades by Adaptiv Networks support team (one per year)		Standard Business Hours	Extended Business Hours
Primary link migration/Complete unit reconfiguration ⁶ (one per year)		Standard Business Hours	Extended Business Hours
Hardware Upgrade Discount ⁷		15%	25%
Electrical Power Incident Warranty ⁸			●
Application reporting (powered by AppOptimizer)			●
24/7 “emergency access” to Adaptiv Networks Support Center ⁹			●
Priority access to level 3 networking experts			●
All hardware products come with 12-month Hardware Warranty			

¹ Standard Business Hours are defined as 8 a.m. to 6 p.m., Monday to Friday, East Coast North America time, excluding holidays. Extended Business Hours are defined as 6 a.m. to 9 p.m., Monday to Friday, Eastern Time, excluding holidays.

² Available on all current models and end of sale models based on Adaptiv Networks policies. Contact sales@adaptiv-networks.com for more information on end of sale models.

³ It is mandatory to ensure that the Link Balancer unit is connected to surge-protection equipment for input power and carrier links in order to be eligible to Adaptiv Networks hardware warranty.

⁴ See End of Sale Policy for more information.

⁵ In USA and Canada, advanced hardware replacement is delivered next business day following a defective diagnosis by a Adaptiv Networks support center expert. For other countries, the replacement unit is shipped within 24 hours with express service and the customer is responsible for all customs/duties/taxes, import restrictions and transportation delays.

⁶ Doesn't include the initial unit configuration.

⁷ Units with uninterrupted Standard or Gold coverage for 36 months or more are eligible respectively to 15 and 25% hardware discount on their next hardware upgrade.

⁸ Power Incident Warranty does not cover improper use, accidents, abuse, fire or natural disaster incidents. Only electrical-based incidents are covered. Limit: one replacement per year.

⁹ The night and week-end support is reserved for emergency calls impacting production environments (call back in 30 minutes). All other services are during normal business hours including professional services.

