

SERVICE REQUEST INSTRUCTIONS

To ensure a good service, please proceed according to these instructions. Please make sure that your service request is related to equipment, software or services, which are covered by Cygate Oy's service contract or warranty.

Our service desk handles all requests related to network services, IT security services, data center services, hardware support and warranties.

Tel. +358 20 133 4411, email: servicedesk@cygate.fi
SmartView portal: <https://smartview.noc.cygate.fi/> (Managed Services customers only)

MANAGED SERVICES

Please provide our service desk with the identification information of the service or device your request concerns. We will then give you further information on how to proceed.

To initiate the service process, we need at least the following information:

- A clear description of the reason for the request
- In case of an incident, the exact details of the component or service in question
- Your contact information (name, telephone number and email address)

Managed Service customers are able to view the status of their service in real time and contact our service desk when necessary through the SmartView portal. Moreover, new tickets can be created and open tickets can be both viewed and updated directly in the portal.

The service is provided in accordance with the response times and service hours listed in the service contract.

HARDWARE SUPPORT AND WARRANTY SERVICES

Please provide our service desk with the serial number of your device or the number of your active service contract. We will then give you further information on how to proceed.

To initiate the service process, we need at least the following information:

- A clear description of the problem
- The product serial number(s) and / or the contract ID
- Your contact information (name, telephone number, email address, location of the device)

If the service contract includes a quick response service (for example 4h), the service desk should be contacted by telephone.

Our service desk is available 24 hours a day, every day of the year (24/7/265). The problem solving process is initiated according to the agreed service level.

SPARE PART SERVICE AND SERVICING UNDER WARRANTY

We replace defective devices within the delivery time laid down in the support contract or in accordance with the manufacturer's warranty policy. Defective equipment is to be returned to us in accordance with the further instructions provided by email.

- We kindly ask you to return the faulty equipment right away. The latest return date is one week after the replacement equipment has arrived.
- Equipment that have not been returned will be charged for in accordance with our general spare parts policy and our price list, after one month.

RETURNING FAULTY EQUIPMENT

- Replaced faulty equipment must be returned in the same package in which we sent the replacement device
- In other types of returns, the original product package should be used.
- The ticket number (in the form 'RMAXXXX') related to the return must be marked clearly on the package of the product which is being returned.

RETURN ADDRESS

RMA-palautukset
Cygate Oy
Perkiöntie 2
00620 Helsinki, Finland

In some cases, the return address differs from that mentioned above.
In these cases, we will inform you of the correct address separately.