Hardware Warranty

Warranty and support for Secure Logiq hardware

REFERENCE	VERSION	DATE	CLASSIFICATION
SLL-WAR	2.1	1 November 2026	Public

This document sets out the warranty and support we give on Secure Logiq hardware. It is the Warranty Document referred to in the Terms of Sale (SLL-TOS), and words defined in the Terms of Sale have the same meaning here.

1 About this warranty

1.1 The only warranty. This document is the only warranty we give on Goods. The version in force on the date of the Order Acknowledgement applies to that order.

1.2 The Order Acknowledgement and Product Terms prevail. The Order Acknowledgement may state a different warranty type or term for a line. Where a Quotation or Order Acknowledgement refers to product-specific terms published by us (for example the Logiqal CORE Architecture Terms), those terms apply to the Goods they cover and prevail over this document where they differ. Where neither says anything, the defaults in section 2 apply.

1.3 Relationship to the Terms of Sale. This warranty is subject to the Terms of Sale, including the limits on our liability in clause 15. This document does not affect any legal rights that cannot be excluded.

2 Warranty types and defaults

2.1 Defaults. If the Order Acknowledgement does not state a warranty for a line, this applies:

CATEGORY	DEFAULT WARRANTY	TERM
Enterprise hardware (servers)	Next business day (NBD) on-site attendance	5 years
Non-Enterprise hardware (client machines and workstations)	Advance replacement	3 years
Value hardware	Return to base	1 year

CATEGORY	DEFAULT WARRANTY	TERM
Storage and other products	None from us. We pass on any manufacturer's warranty.	Not applicable

2.2 Longer terms for value hardware. Value hardware may be sold with a 2 or 3 year term where the Order Acknowledgement says so.

2.3 Warranty types. The warranty types in this document mean:

TYPE	WHAT IT MEANS
NBD on-site attendance	Remote diagnosis by our support team, and an engineer attending site on the next working day where section 6 applies. It includes advance replacement of hot-swap parts and whole units as section 5 describes.
Advance replacement	Remote diagnosis by our support team, then we send a replacement before we receive the faulty item, as section 5 describes.
Return to base	The faulty item is returned to us for assessment, and we then send a replacement, as section 5 describes.

2.4 What is covered. The warranty covers whole machines and the individual components we supplied in them. It does not cover accessories, networking products or other items, unless the Order Acknowledgement says so.

2.5 Manufacturer warranties. Where a product has no warranty from us, we pass on any warranty its manufacturer gives, on the manufacturer's terms.

3 When the warranty starts and ends

3.1 Start. The warranty term starts on the date we dispatch the Goods and runs for the term that applies. No registration is needed for the term to start.

3.2 Replacements. A replacement part or unit takes over the remainder of the warranty period of the item it replaces.

3.3 Site address. NBD on-site attendance needs us to have confirmed the exact site address in writing (clause 6.2). The warranty term runs from dispatch whether or not the address has been confirmed.

3.4 Certificate. A warranty certificate is generated automatically for each order and is issued to the Customer on request. It shows the customer, serial numbers, warranty type and term, and the start and end dates. It gives no rights beyond this document.

3.5 Extending the warranty. The Customer can extend the warranty by taking out a support plan. The extension continues the warranty type that applies to the Goods for each year the plan is in force, and ends when the plan ends. The warranty, with all extensions, cannot run for more than 8 years in total from the date we dispatch the Goods. The extension is available for Enterprise hardware and for non-Enterprise hardware (client machines and workstations). It is not available for value hardware, or for storage and other products, unless the Order Acknowledgement or applicable Product Terms say so.

3.6 Buying a support plan. A support plan is an annual plan and must be bought at the point of sale. The price, the features and any extra terms of the plan are in the plan's own terms and quote.

3.7 Buying a plan later. If a customer asks for a support plan after the point of sale, we charge for the whole period since we dispatched the Goods, at the plan's rates.

4 Making a claim

4.1 How to log a fault. The Customer must log a fault with the support team for its region, using the contact details below. Have the serial number or order number and a description of the fault ready.

SUPPORT TEAM	HOW TO REACH US
UK and rest of the world (UK team)	+44 (0) 20 3475 5743, support@securelogiq.com
META region (local team)	support.meta@securelogiq.com
Asia-Pacific, including Australia and New Zealand (team in Western Australia)	+61 8 6399 8580, support.apac@securelogiq.com
WhatsApp (UK time zone)	+44 7926 691326. You can log support this way, but it is monitored during UK business hours only.

4.2 Diagnosis. Our support team will gather information on the fault and the system, and will try to diagnose it by phone, email and remote connection. We may ask for a remote connection. If the system is not on a network with internet access, the Customer may need to provide a mobile dongle or similar. Remote access gives the fastest result.

4.3 Who we support. Our support obligations are to our customers. They do not extend to end users, except in exceptional circumstances that our support department agrees.

4.4 Support hours. Our support teams are available during their local business hours: the UK team during UK business hours, and the META and Asia-Pacific teams during their own local business hours. Support outside those hours is available only under a separate support contract.

4.5 Severity levels. We use these levels to prioritise cases:

LEVEL	MEANING
1	A production server or other critical system is down and no alternative is immediately available. Data is at real risk of loss or corruption, or business operation is seriously disrupted.
2	A critical function is seriously compromised. Work can continue in a degraded mode, but productivity is likely to suffer. A temporary alternative exists.
3	A partial, non-critical loss of functionality. Some components are disrupted but users can continue.
4	General usage questions and superficial issues, including errors in documentation.

4.6 No response-time commitment. We act with reasonable endeavours. This document does not promise response times. Response-time targets are available only under a separate paid support contract.

4.7 Second-line and third-line support. Second-line (L2) and third-line (L3) support, which deal with more complex faults and escalated cases, are not provided in each local area and may need to be arranged. Tell us where your site is, and we will confirm how L2 and L3 support can be provided.

5 Remedies

5.1 Our choice of remedy. We choose whether to repair, replace or, if neither is reasonably possible, refund the price of the faulty item. This is the Customer's only remedy for defective Goods.

5.2 Hot-swap components. For a fault in a hot-swap component (one that can be replaced without shutting the system down, such as a hard drive, solid state drive, power supply or fan), we advance replace that part only, for the Customer to fit. If we diagnose the fault before 15:00 UK time on a UK Business Day, we dispatch the part the same day. The Customer must return the faulty part to us with an RMA number, and clause 5.5 applies to it in the same way as to a unit.

5.3 Other components. For a fault in a component that is not hot-swap, section 6 applies where the hardware has NBD on-site attendance. For other hardware, we arrange whole-unit advance replacement or return to base, according to the warranty type.

5.4 Whole-unit advance replacement. Where a fault needs the entire machine replaced, we may send an advance replacement unit. In the first 12 months of the warranty term it will be brand new. After that we may send a new or reconditioned unit. A replacement unit is always of the same or better specification. Advance replacement is not available for custom units; where we can, we will send a suitable substitute machine for the Customer to use in the meantime.

5.5 Returning the faulty item. Advance replacement is not a repair. We send the Customer a replacement, and the Customer sends the faulty item back to us with an RMA number within 10 working days of the replacement arriving. That ends the process: the replacement is the Customer's permanent replacement and

takes over the remainder of the warranty period, and the returned item becomes our property. If the Customer does not return the faulty item, it must pay the current price of the replacement. If we inspect the returned item and find no fault, we may charge the Customer for the replacement and for our costs.

5.6 Return to base. For return-to-base warranty, the Customer must return the faulty item to us for assessment. Once we confirm the fault, we ship a new part or unit. We aim to complete the assessment within 2 working days of receiving the item and to dispatch the replacement on the same day.

6 NBD on-site attendance

6.1 What NBD covers. Next business day means an engineer attends site on the next working day after the conditions in clause 6.3 are met. Our aim is always to fix the fault as quickly as we can, and we will try to do that on the first visit. Sometimes a part is not to hand, or the fault needs more work. In that case we will come back with what is needed as soon as we reasonably can. What NBD covers is attendance on the next working day; how quickly the fault is fixed depends on the fault.

6.2 Where it is available. NBD on-site attendance is available only at sites where we have confirmed the exact site address in writing before the order. Our coverage list is a guide only. It changes over time, and a site's appearing on it does not confirm that site. If we have not confirmed the site, the warranty is advance replacement or return to base, and there is no NBD claim.

6.3 When the next working day starts. The next working day starts once: (a) our support team has diagnosed the fault and confirmed that on-site attendance is needed; and (b) the case has been logged before 12:00 UK time on a UK Business Day. The next working day means the next Monday to Friday at the site, excluding local public holidays. Attendance is between 09:00 and 17:00 local time.

6.4 Who provides the service. We may provide NBD on-site attendance through third-party service providers. We may change the provider, or replace the service with an equivalent service, at any time.

6.5 What the Customer must do. To let us carry out NBD on-site attendance, the Customer must:

(a) give our engineer full, safe and prompt access to the system;

(b) where possible, have a technically competent person who knows the system and the fault present throughout the visit to help with troubleshooting;

(c) make sure the system is in an accessible place with enough space and safe conditions;

(d) keep the system in a suitable environment in line with good practice;

(e) provide the telecommunications facilities we reasonably need, at its own expense;

(f) keep copies of software and data before asking for service, and recover its own application software afterwards;

(g) tell us of any relocation of the system; and

(h) do anything else we reasonably ask so that we can carry out the service.

6.6 Data. The Customer is responsible for the security, backup and reinstallation of its data. If a hard drive fails and is replaced, the data on it is lost. The engineer restores the operating system to factory settings only if the Customer provides the original software image or installation media. Clause 13 of the Terms of Sale also applies.

6.7 Service exclusions. In addition to section 8, NBD on-site attendance does not cover damage or faults caused by: use of components or software we did not supply; relocation or transport other than the original delivery; system changes outside standard maintenance procedures we have approved; use not in line with product instructions; improper or unstable power supply voltage; use outside the system design; accidental or malicious damage; environmental conditions; or acts of God, fire, flood, violence or similar events.

7 Optional extras

7.1 4-hour on-site response. 4-hour response is not part of the standard warranty. It is agreed site by site, quoted individually, confirmed in writing and ordered with the equipment. It is provided through a third party. Only what our written confirmation states applies.

7.2 Disk retention. With disk retention, we replace a faulty disk without the Customer returning the faulty disk, so that it can be destroyed locally under the Customer's own policy. It is included where the Customer has a valid support plan in place for the system. For other systems it is an optional upgrade, priced at 5% of the customer price of the covered hardware, as a one-off charge for the warranty term. Before we send the replacement, the Customer must record the serial number of each disk destroyed and confirm the destruction to us in writing. Clause 5.5 does not apply to a disk retained under this clause.

7.3 Critical spares. Critical spares packs are supplied under their own terms.

8 What voids the warranty

8.1 Parts we did not supply. If any component we did not supply is fitted in a unit, the warranty on the whole unit is void, even if the component is later removed before a claim.

8.2 Exceptions. Clause 8.1 does not apply to a component bought from us and fitted by a competent person who follows our guidance. We may also approve an exception in writing, at our discretion. If in doubt, contact our support team before fitting anything, and we will talk the Customer through the steps.

8.3 Other causes. The warranty does not cover faults caused or contributed to by misuse, accident, unauthorised modification or repair, failure to follow our instructions, fair wear and tear, or the negligence of the Customer or a third party.

8.4 Payment. The warranty does not apply until we have received payment in full for the Goods.

9 Returns and shipping

9.1 RMA. All returns need an RMA number issued by our support team. We send back anything received without one.

9.2 Packing. Returned items must be in suitable packaging so they are not damaged in transit. The Customer can ask our support team to advise on the cost of packaging. Items damaged on return are the sender's responsibility.

9.3 Tracked delivery. All returns should be sent by a tracked method. We take no responsibility for items that do not arrive.

9.4 UK customers. The Customer pays to send goods to us, and we pay to send goods back.

9.5 Overseas customers. The Customer pays all shipping, duties, customs charges and taxes, in both directions, unless we agree otherwise in writing. Returns must carry the RMA and customs documents, or the Customer pays the import duty.

10 Regional notes

10.1 United Kingdom and Ireland. Support is as described in this document. Ireland is outside the UK, so clause 9.5 applies to shipping and duties there.

10.2 Rest of the world. Customers contact the support team for their region (clause 4.1). NBD on-site attendance is available only where clause 6.2 is met.

10.3 Australia and New Zealand. The system integrator first contacts the value-added distributor, who assesses whether the issue relates to hardware or software. If more help is needed, the distributor escalates the case to our Asia-Pacific support team (clause 4.1).

11 General

11.1 Law. Clause 21 of the Terms of Sale applies to this document.