

FortiCare Technical Support and RMA Services

Device-Level Technical Support

Introduction

Organizations depend on Fortinet solutions to provide critical services. If any issues arise, they need to be addressed quickly to help ensure security and business continuity.

Adequate Support Is Key to Smooth Operations

Extended downtime due to choosing inadequate support can be costly for businesses of all sizes. Organizations need to be sure the support is readily available—when they need it—to provide committed service levels to their internal users or external customers.

In addition to the right support level, the right return merchandise authorization (RMA) replacement contract should be in place to meet the committed service levels, even if the organization has a high availability (HA) architecture. Replacing the failed device in the HA architecture should be swift to maintain the desired level of redundancy.

Technical Support and RMA Overview

We provide FortiCare technical support and RMA services on a per-device basis for 24x7 support and timely issue resolution. FortiCare support services are available across the entire Fortinet Security Fabric, enabling a single source for support and troubleshooting. Flexible support options help organizations maximize uptime, security, and performance according to the unique needs of each business.

Technical support is delivered through our Global Technical Assistance Centers. Each geographical region has a Center of Expertise that is supplemented by regional support centers. This enables us to provide regional and local language support. Foundational FortiCare device-level support includes:

- Global toll-free numbers that are available 24x7, depending on the service option
- Web chat for quick answers
- A support portal for ticket creation or to manage assets and life cycles
- Access to software updates and next-business-day RMA service is available, depending on the service option

Feature Highlights: Technical Support

Flexible support options help organizations maximize uptime, security, and performance according to the individual needs of each business. Fortinet offers three different per-device support options to meet customer needs: FortiCare Essential, FortiCare Premium, and FortiCare Elite. Organizations have the flexibility to buy different levels of service for different devices based on their needs.

FortiCare Included Features	Per-Device Service Options		
	FortiCare ESSENTIAL	FortiCare PREMIUM	FortiCare ELITE
RMA	Return and replace only	Advanced replacement	Advanced replacement
Add-on RMA eligible?	NO	YES	YES
Web Support	✓	✓	✓
Telephone Support	–	✓	✓
Firmware Updates	✓	✓	✓
On-line support tools	✓	✓	✓
Asset Management Portal	✓	✓	✓
Response Time (Critical Issue)	Next business day	1 hour	15 minutes
Response Time (Non-Critical Issue)	Next business day	Next business day	2 business hours
Extended End-of-Engineering-Support (E-EoS) for Long-Term Supported Firmware (LTS) releases – 18 months*	–	–	✓
Device Insights and Monitoring Portal (FortiCare Elite Portal*)	–	–	✓

*Available for FortiGate only.



FortiCare Essential is the base-level service targeted toward devices that require a limited amount of support and can tolerate next-business-day, web-only response for critical as well as non-critical issues. This service is only offered to FortiGate models 9x and below and to low-end FortiWiFi devices. RMA is on a return-and-replace basis at this service level.



FortiCare Premium is targeted toward devices that require 24x7x365 with one-hour response for critical issues and the next-business-day response for non-critical issues. Standard next-business-day RMA services are included at this service level. Fortinet will ship a replacement device (Advanced Replacement) the next business day, before we receive the faulty device from the customer.



FortiCare Elite offers enhanced service-level agreements (SLAs) and accelerated issue resolution. Single-touch ticket handling by the expert technical team streamlines resolution. FortiCare Elite services are available for FortiGate, FortiGate VM, FortiWiFi, FortiManager, FortiAnalyzer, FortiAP, and FortiSwitch appliances. This option also provides access to an intuitive portal with a single unified view of device and security health. Standard next-business-day RMA services are included at this service level. Fortinet will ship a replacement device (Advanced Replacement) the next business day, before we receive the faulty device from the customer.

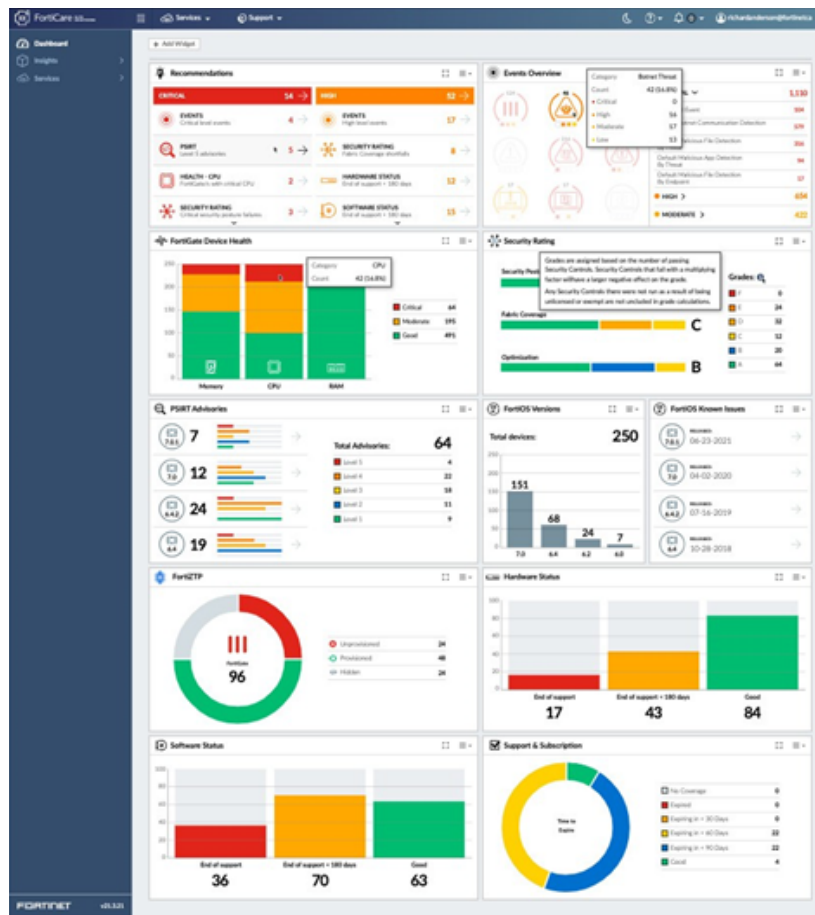


Figure 1: FortiCare Elite Portal dashboard



The **FortiCare Elite Portal** provides a single unified view of device and security health. The dashboard is customizable, or customers can use the default views. In addition to alerting about device and security health, the portal also provides remediation recommendations. And since this is cloud-based, it is easy to scale.

In addition, FortiCare offers a subscription-based Best Practice Service (BPS) for specific products to guide customers on planning, deployment, improvement, upgrade, and migration.



Feature Highlights: Priority RMA Services

Standard next-business-day RMA services are included with both Premium and Elite per-device support contracts. Priority RMA (PRMA) add-on options are available across the product family for expedited replacement of defective hardware. Priority RMA options cover weekends and holidays.

Only return-and-replace RMA is included with Essential per-device support contract. Essential customers are not eligible for Priority RMA add-on options.

Priority RMA Options

- **Next Calendar Day delivery.** If the exchange is confirmed, a replacement part will be delivered by courier service and arrive the next calendar day in accordance with the applicable country cutoff time.
- **Four-hour courier.** A replacement part will be delivered on-site by a courier service.
- **Four-hour courier with on-site engineer.** A replacement part will be delivered on-site by a courier service. An engineer will arrive separately, rack and cable the appliance, and leave with the defective part if requested.

Secure RMA

The Secure RMA service is designed for customers with strict requirements for protection of data within their physical environment. In general, Fortinet products store configuration information on solid-state media that are not field-replaceable. As a result, it is not possible to remove these items without invalidating the warranty. For maximum security, the Secure RMA service allows for the nonreturn of the defective hardware and therefore the protection of data within the customer's premises.

Please see the [service availability](#) page for the latest country-level availability. For your location-specific RMA availability, please contact your channel partner or your Fortinet account manager.

Self-Service Resources

For expedited answers, Fortinet maintains ample self-service resources to get you the answers you need, fast. All the answers to your questions are now in one place. The [Fortinet community](#) is a knowledge-sharing hub for customers, partners, Fortinet experts, and colleagues. The community is a place to collaborate, share insights and experiences, and get answers to questions.

FortiCare Technical Support and Priority RMA help maximize uptime, security, and performance.

More Information

To learn about Fortinet's support and service offers, please visit <https://www.fortinet.com/support> or get in touch with your partner or your Fortinet account manager.

If you are a new customer, please visit our welcome page <https://www.fortinet.com/welcome> to learn about getting started resources.



www.fortinet.com