



F5 Networks Failure Analysis Policy

F5 makes available, at a component level, Failure Analysis (FA) Reports which contain product name and serial number, part number, date of the analysis completed, information on root cause at a component level (Resistor, Capacitor, IC, etc.), diagnostics and follow-up corrective actions by RMA Vendors or F5 Manufacturing.

For all FA Reports, the Authorized F5 Partner must request and prepay for the FA Report while opening a Return of Merchandise Authorization (RMA) case, prior to shipping the unit back to F5. All requests for FA Reports must be reviewed and approved by F5 Network's Support Management. FA Reports are not available for units which have already been received by F5.

At discretion of the Management, F5 performs Failure Analysis for some units returned to F5 for our internal quality improvement purposes. F5 Networks targets delivery of FA Reports within 90 days after receiving the returned Unit.