



## **F5 Networks Failure Analysis Policy**

F5 makes available Failure Analysis (FA) Reports which contain product name, serial number, part number, date the analysis was completed, root cause information, diagnostics and follow-up corrective actions by F5, if necessary. All FA Reports must be requested by the customer while troubleshooting the Return of Material Authorization (RMA) case or prior to returning the suspected faulty unit back to F5.

FA Reports are not available for:

- Products already received by F5
- Products received by F5 after 90 days of shipping the advanced exchange replacement
- Product models three (3) years or more past End of Sale date

All requests for FA Reports must be reviewed and approved by F5 Networks Support Management. F5 Networks targets delivery of FA Reports within 90 days after receiving the returned unit.