

F5 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 to F5.

FA reports must be requested at the time of creation of the Work Order.

FA report requests will **NOT** be approved for FRUs or cosmetic-related issues. FRUs = Field Replaceable Units, such as Power Supplies, Fan Trays, Hard Drives.

FA report requests will be cancelled for suspect systems **NOT** returned to F5 within 90 days of the Work Order creation date.

Only abbreviated FA reports are available for units older than 3 years past the official end of sale date. Official End of Sale dates are published in the AskF5.com solution <https://my.f5.com/manage/s/article/K000134874>

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

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