

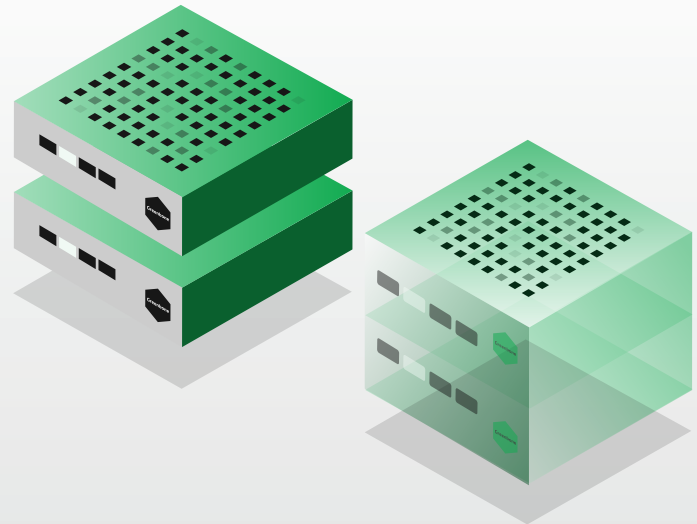
Maintenance

OPENVAS Hardware Appliance



Greenbone

- German and English-language direct support
- Hardware replacement service for defective hardware
- Advance replacement and loan device service



Maximum Security for Your OPENVAS Hardware Appliance

By purchasing an **OPENVAS** Hardware Appliance together with a valid maintenance contract, you become eligible for our hardware replacement service (RMA). This document describes the scope of services covered by the maintenance agreement and explains through which communication channels our support team can be reached. The applicable contractual and maintenance terms and conditions shall govern the exact scope of services, requirements, and exclusions.

Your Benefits

- Fast advance replacement of defective hardware
- Optional loan hardware
- Minimized downtime
- Reliable planning through fixed contract terms

Important Notes

- The hardware must have been purchased through official sales channels and be covered by a valid maintenance contract.
- No entitlement exists in cases of improper use or external damage.
- Data backup remains the customer's responsibility.
- Return shipment of the defective device is mandatory – otherwise, the replacement device will be charged at full value.

How It Works

- **Report the defect:** Contact our support team.
- **Receive a replacement:** We provide a replacement for your defective device.
- **Return shipment:** You return the defective device within 14 days.

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Support and Response Time

Standard support availability is provided on working days in Lower Saxony (Monday to Friday) between 9:00 a.m. and 5:00 p.m. (CET).

Exceptions apply on December 24 and December 31.

We guarantee a response to your inquiries within one business day.

Support Services

- Technical support via phone, email, or support portal
- Replacement of defective hardware

Contact Options

- Support Portal:
<https://support.greenbone.net>
- Telephone Hotline:
+49 (0) 541/760278-30
- Email Support:
support@greenbone.net
- Product Documentation:
<https://docs.greenbone.net/>

Contract Term

A claim to our hardware replacement service exists only as long as a valid and active maintenance contract is in place.

If your maintenance contract expires, it must be renewed seamlessly in order to maintain the support services described herein.

Maintenance contracts are always concluded in conjunction with a license agreement of the same term length.

RMA – Hardware Replacement

In the event of a defective appliance, a replacement with an equivalent device will be carried out following review and approval by the support team.

Responsibility for backing up data lies with the users and not with Greenbone AG.

When disposing of defective hardware, Greenbone AG deletes all remaining data in accordance with the current state of the art.

Please include the RMA number provided by our support team when returning the defective device.

The return address is:

Greenbone AG
Neumarkt 12
49074 Osnabrück
Germany

Target systems to be scanned, or other systems connected to the OPENVAS Hardware Appliance that are neither manufactured nor provided by Greenbone AG, are not covered by Greenbone Enterprise Support.

License usage and access to Greenbone Enterprise Support will be revoked and rendered invalid if actions are performed on the Greenbone Operating System using highest-level administrative privileges, or if the virtual hardware configuration is modified. The support team may explicitly grant written permission to execute instructions requiring highest-level privileges (also known as “root” privileges).