



Cisco Policy: Third Party Components



The Cisco policy for support and warranty services for the use of third-party memory, cables, or gigabit interface controllers (GBICs) is as follows:

- When a customer reports a product fault or defect and Cisco believes the fault or defect can be traced to the use of a third-party memory product, cable, or GBIC installed by a customer or reseller, then, at Cisco's discretion, Cisco may withhold support under warranty or a Cisco support program such as SmartNet™ service.
- When a product fault or defect occurs in the network, and Cisco concludes that the fault or defect is not attributable to the use of third-party memory, cables, or GBICs installed by a customer or reseller, Cisco will continue to provide support for the affected product under warranty or covered by a Cisco support program.

The nature of the defect or error is the key to determining Cisco support obligations.

Should you require additional Cisco memory, cables, and GBICs for your Cisco networking products, please contact Cisco sales or Cisco authorized resellers. Customers that choose to install or use third-party memory, cables, or GBICs do so at their own risk.