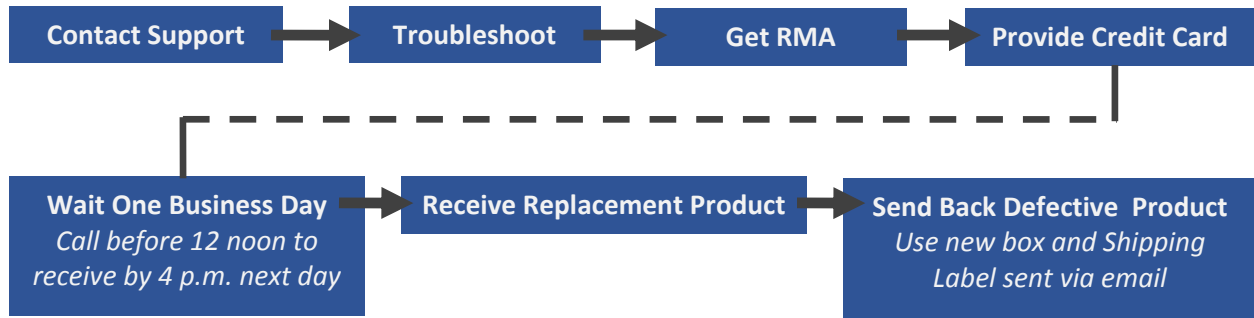


Primera Hot Swap Coverage

When you buy a hot swap coverage you buy speed. If your unit fails, we will send you a replacement unit so you do not have to wait for a repair. We will make our best effort to provide you with a replacement unit by the next business day if you call before 12:00 PM Central Time.

Here's how it works:

1. Call Primera's Technical Support Department at **1-800-797-2772**.
2. If Primera Tech Support can not resolve your issue over the phone and determines that factory service is necessary, tell them you have a hot swap option.
3. After verifying your purchase of the hot swap option we will ship you a replacement unit via Fed Ex Overnight by 4 p.m. next day* (Available for Primera USA customers only).
4. In order to ship out your replacement unit, we will need to authorize \$1,000 on a major credit card. Authorization does not charge anything to your card. Instead it reserves this amount on your card and reduces the total available balance. Once the defective unit is returned to Primera, the authorization is removed. You will receive an email with a link to provide your credit card number.
5. Primera will send an RMA document for returning the defective unit. We will also send packing instructions. The replacement unit is yours to keep. We will not be returning your original unit to you once it has been repaired.
6. You will be sent a shipping label to return your defective unit* (Available for Primera USA customers only). Use the box from the replacement unit to ship back the defect.



Hot Swap Coverage Cost Example:

Warranty	Price	Hot Swap	Price
First Year	Included with Purchase	1 st Year	\$250
One Additional Year (2 total)	\$495	2 nd Year	\$250
Two Additional Years (3 total)	\$995	3 rd Year	\$250
Total cost = \$1,745 if you purchased all available hot swap options and extended warranties.			

Important Notes:

Your product must be within its original factory warranty or extended warranty to be eligible to purchase a hot swap coverage. The hot swap option does not extend the warranty period. Instead it changes the type of warranty service offered. A warranty entitles you to free parts and service at our repair facility at 141 Cheshire Lane North, Suite 500, Plymouth, Minnesota, 55441. Hot swap coverage converts your factory or extended warranty to an automatic exchange which by-passes the repair process. *Canadian and other international customers will not receive the replacement product via overnight shipping and will not receive and return shipping label.

Replacement units will be factory refurbished or new at the discretion of Primera.. Hot swaps purchased during the original one year factory warranty will only be eligible through the end of that one year warranty. For example, if you purchase a product on January 15, 2016 and then buy a hot swap in March 2016, the hot swap will only be valid through January 15, 2017.