

Our reliability,
for your
cost effective
solution.

Why choose ProLabs?

Since 2004, ProLabs has been known as the high quality, innovative and affordable alternative to OEM products, with the ability to reliably source, code and test products and create custom solutions. We recognize the important role our products play in Data Centers and Enterprise Networks and we take the necessary steps to guarantee reliable products, providing Lifetime Warranties.

ProLabs has expanded its capabilities and reach to become the most innovative and influential independent player in the global, mid-tier network products market.

The ProLabs Advantage

Compatibility

100-percent compatible with more than 40 vendors and 20,000 systems.

Quality

At the forefront of technology development, coding, testing & customisation.

Service

Fast, responsive, knowledgeable service and support that exceeds that of OEMs.

Global

Large inventory in US and Europe means fast shipping to more than 40 countries monthly.

Cost-effective

Savings of up to 70 percent.

ProLabs Transceivers are 100% compatible with the following OEM's:

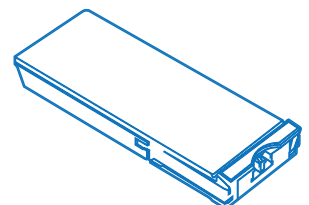
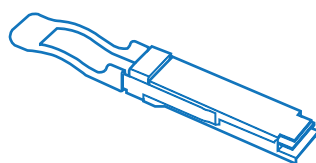
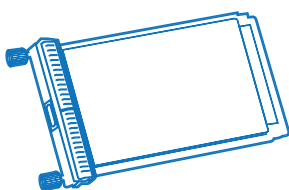
3com, Alcatel, Allied, Arista, Asante, Avaya, Blackbox, Brocade, Cisco, Dell, Dlink, Edge-Core, Emulex, Enterasys, Extreme, Force10, Foundry, HP, Huawei, Intel, Juniper, Linksys, Marconi, Milan, Netgear, Nortel, Packetfront, Planet, Riverstone, SMC, Telco, Treadnet, Vixel, Zyxel.

Q. Compatibility – Are ProLabs Transceivers different to OEM's?

A. No, our transceivers are 100% compatible. It is common practice when you buy transceivers for your switch, to order them from your network equipment manufacturer. However the switch vendor does not manufacture these, nor are these different than what you can order from an experienced and established compatible supplier such as ProLabs. Transceivers are designed to the MSA specification, and a large majority of OEM switch brands source from a handful of transceiver manufacturers in Asia.

Q. What are Switch OEM Guidelines for supporting Third party compatible transceivers?

A. OEM's often verbally mislead customers about possible warranty and support issues when using third party components to protect their sales channel and maintain extremely high margins through "tie in" accessory sales. However, these tactics are illegal per the Magnuson-Moss act. In the event of a failure of a 3rd party compatible transceiver, OEM's cannot deny warranty support on the router or switch. OEM's rarely divulge this, although most of them state their support guidelines on their websites to support this.



Cisco Guideline

The Cisco guideline for support and warranty services for the use of third-party memory, cables, gigabit interface controllers (GBICs), filters, or other non-Cisco components 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 third party memory products, cables, GBIC's, filters, or other non-Cisco components 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 thirdparty memory, cables, GBICs, filters, or other non-Cisco components 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.

HP Guideline

(Q17) Will my warranty be affected if I install a non-HP upgrade/option in my HP product?

HP warranty extends only to HP products and options. If you install a non-HP option into your HP product and this option then fails, you must contact the supplier for warranty cover on that item.

The warranty on your HP product will not be affected by the installation of a non- HP upgrade/option unless your HP product is damaged as a result of installation and/or operation of a third party option, such damage will not be covered by HP warranty. If your HP product is not operating correctly, you may be asked to verify that any non-HP option is not responsible for the problem be uninstalling any such items.

Brocade Guideline

To monitor the transceivers, the show media command output shows the transceiver information for all interfaces on the switch. Third party transceivers are allowed. Brocade will provide support for such a system but may require that a Brocade transceiver be used for troubleshooting.

Support will not be provided if there is an issue with the third party transceiver.

Supporting Customer Choice

ProLabs Optical Transceivers will NOT invalidate your warranty with the OEM

The sale of optical transceivers and cables is a multi-billion dollar business separate to the switch, router and telecoms equipment businesses. It is not a technical requirement to purchase MSA industry standard accessories from the OEM only. However, the OEM may use fear tactics to encourage you to buy their very expensive accessories.

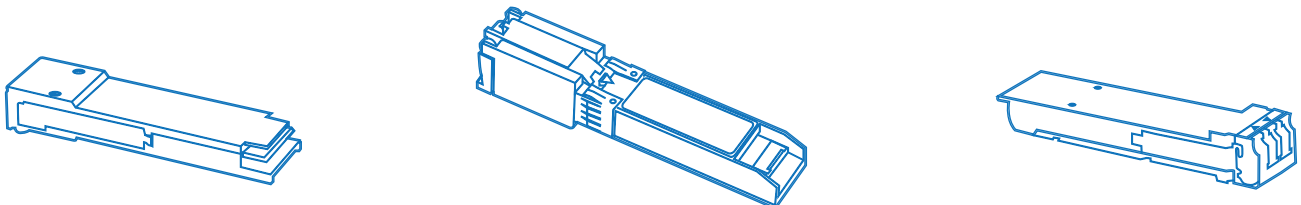
The high price of optics and cables from the OEM is part of their business model and is a commercial strategy that began around 2003. The margins made by the OEM from optics sales are a considerable percentage of their profits and they will try to protect that margin.

The bottom line is that buying affordable transceivers from a high quality vendor such as ProLabs will not invalidate the equipment warranty but may save you 70% or more of your spend on these devices. ProLabs have sold more than 3 million transceivers since 2004, saving our customers millions of dollars in costs.

Magnuson-Moss Warranty Act – Tie-in Sales Provision explained.....

The Act severely restricts an OEM's ability to employ warranty tie-in sales provisions. The Act prohibits manufacturers from linking a warranty to the use of branded products sold by the same manufacturer.

The Magnuson Moss Act 1975 was passed to protect consumers from "tie in" sales. The law states that warrantors cannot require that branded parts be used with the product in order to retain the warranty.



Q. What happens if the network fails, because I have installed a non OEM transceiver?

A. A failed transceiver is a link down, or non-functioning port, but is not a failed network. In case of a port fault or defect, in the rare event that a transceiver has failed it is hot-swappable and easily replaced. An OEM branded transceiver is just as susceptible to failure. So whether OEM branded or ProLabs, the same troubleshooting approach is used replace the defective transceiver.

Note: Most service providers, data centers and Enterprises have stock of spare parts in case it's necessary to replace defective ones.

Supporting customer choice:

ProLabs strongly supports customer choice and believes that end users, resellers, and systems integrators - should be free to purchase compatible products without being subject to threats and misinformation. Throughout its existence, ProLabs has placed extreme importance on quality and reliability. ProLabs optical transceivers are coded to meet the specific requirements of the system or class of systems into which the module will be installed. Our optical transceivers are 100% compatible, backed by a lifetime warranty and supported by our trusted technical support team.

It is time to switch mind-set's.....

It's time to break OEM dominance of the industry. ProLabs is a smarter choice and customers can be confident choosing us as a partner.

By reallocating resources from overpriced OEM products to ProLabs compatibles, companies can deploy resources more strategically to support critical upgrades.

Everything You Need, When You Need It.

ProLabs offers an extensive range of high quality products including optical and copper transceivers, cabling and media converters. With an unrelenting commitment to quality, service and support, ProLabs is the only mid-tier provider offering customisation, lifetime product warranties and fast, flexible shipping options.

Visit www.prolabs.com for more connectivity solutions.

