

SUPPORT

# Citrix Appliance Maintenance

Citrix Appliance Maintenance provides unlimited worldwide technical support, latest software upgrades and replacement of malfunctioning appliances to keep your Citrix hardware running optimally.

## What is Appliance Maintenance?

Comprehensive support services are essential to ensure high availability and top performance of all Citrix infrastructure components throughout their lifecycle.

Citrix Appliance Maintenance enables you to effectively and efficiently deploy and administer your Citrix networking environment, regardless of your organization's size or complexity.

This allows you to achieve the greatest returns from your Citrix investment.



## Why Citrix Appliance Maintenance?

- Unlimited worldwide support, contacts and incidents
- Access to new product features, updates, enhancements and fixes
- Replacement of malfunctioning appliances
- 4 levels of support Gold Plus, Gold, Silver and Bronze
- Support tools and knowledge resource access

**Note:** App Delivery and Security subscription customers are now covered by Customer Success Services (CSS) Programs and Return Material Authorization (RMA) add-on options. Please review the [CSS program page](#) for more details.

Maintenance levels				
Products supported: Citrix ADC, Citrix SD WAN, Citrix Gateway, formerly NetScaler ADC, NetScaler SD-WAN, NetScaler Gateway				
Description	Gold Plus	Gold	Silver	Bronze
Coverage Hours	24/7/365	24/7/365	Business hours	Business hours
Return Material Authorization (RMA) Replacement Deliver	Within 4 hours <sup>1</sup>	Within 1 business day <sup>2</sup>	Within 1 business day <sup>2</sup>	Within 10 business days <sup>3</sup>
Access to software updates and bug fixes as they become available	●	●	●	●
Manufacturer's Warranty Coverage Hardware - 1 year Software - 90 days	●	●	●	●
Unlimited access to Technical Support via phone and web	●	●	●	●

<sup>1</sup> Delivery within 4 hours after Citrix authorizes the issuance of a replacement product from the service center, please review the [Gold Plus Program Criteria](#) for more details.

<sup>2</sup> Ships within 1 business day after issuing the RMA number\*.

<sup>3</sup> Ships within 10 business days after issuing RMA number\*.

\*Please note that in countries where regulation requires export approval documentation in advance of RMA shipment, the time for shipment may be longer.

### Making Support Easy

“We get very good support from our Citrix Support team. They work closely with us and respond to our Citrix ADC issues/questions with good info and attention. They're easy to reach and easy to do business with.”

– Engineer, Global 500, Computer Services



#### Enterprise Sales

North America | 800-424-8749

Worldwide | +1 408-790-8000

#### Locations

Corporate Headquarters | 851 Cypress Creek Road, Fort Lauderdale, FL 33309, United States

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