Introducing the New Vertiv™ Avocent® Support Plan

Vertiv's comprehensive technical support programs help you maximize your investment by ensuring you have the right coverage, expertise, and response times tailored to your business needs. Whether you need full coverage 24/7, quick firmware access, or extended protection for mission-critical infrastructure, Vertiv has a plan to match your requirements.

The updated program consolidates the legacy Silver/Gold offerings into a single Advanced Plan, providing clear and transparent entitlements for technical support, firmware updates, and advanced Return Merchandise Authorizations (RMAs). This transition applies to all KVM and serial products, including:

- Vertiv™ Avocent® ACS 800/8000 advanced console system
- Vertiv™ Avocent® AutoView™ switch
- Vertiv™ Avocent® IPIQ IP KVM device
- Vertiv™ Avocent® IPSL IP serial device
- Vertiv™ Avocent® IPUHD 4K IP KVM device
- Vertiv™ Avocent® Local Rack Access (LRA) LED LCD Console

- Vertiv™ Avocent® MergePoint Unity™ KVM over IP and serial console switch
- Vertiv™ Avocent® MergePoint Unity™ 2 KVM over IP and serial console switch
- Vertiv™ Avocent® RM1048P Rack Manager
- Vertiv™ Cybex™ SC Secure KVM Switch

NOTE: The hardware and software licenses for the Vertiv™ Avocent® HMX High Performance KVM Extender System and the Vertiv™ Avocent® MP1000 Management Platform are excluded from the scope of this program.

FEATURE	STANDARD (LIMITED) (Included with hardware purchase)	FIRMWARE ONLY (Firmware only for each unit)	ADVANCED (Purchased as an extended/uplifted option)	ENTERPRISE (Blanket coverage)
Coverage Duration	Standard warranty period	1 year (renewable)	3, 4, 5 years extension plus	Volume Pricing is available for enterprise customers purchasing multiple devices or bulk lots.
Hardware Replacement	Return to Factory: 10-to-14-day RMA post receipt of failed unit	N/A	Advanced Replacement Next-Business-Day RMA	
Response Time	Within 24 hours	N/A	Within 4 hours	
Follow-Up Time	Within 5 days	N/A	Daily	
Telephone Access*	Access (8/5)	N/A	Access (8/5)	
Firmware Access	Included	Yes	Included	

* Telephone Access is region-dependent and aligns with standard business hours.

What's the same?

Our streamlined structure maintains a customer-centric focus with exceptional service. The Advanced Plan includes:

- 2-year standard warranty
- Advanced RMA
- Fast, reliable support
- Critical security and bug-fix updates
- Service quality backed by Vertiv's global expertise

How does this benefit you?

The Advanced Plan offers a single, unified service level, eliminating the need to compare tiers. All customers receive consistent, premium benefits—clear entitlements, predictable support costs, and transparent access to services, response times, and firmware—ensuring simplicity and reliability across all covered devices.

What's changing?

We've simplified our plans to make them easier to understand and manage. Key changes include:

- **Streamlined Tiers**: Consolidated Advanced offering, simplifying and making it easier to choose, and eliminating the need to compare feature checklists.
- **Firmware Access Redefined**: Firmware updates beyond the standard warranty period will now require an active support plan or a dedicated firmware-only plan

SKU Information

For your reference, the following tables provide details on SKU transitions. This includes replacement SKUs, exempt SKUs, newly launched and end-of-life SKUs. Please review these lists to identify the applicable SKUs for your products.

Replacement SKUs

Old Part Number	Replacement Part Number
1YSLV-ACS*PT, 1YGLD-ACS*PT	1YADV-ACS*PT
2YSLV-ACS*PT, 2YGLD-ACS*PT	2YADV-ACS*PT
4YSLV-ACS*PT, 4YGLD-ACS*PT	3YADV-ACS*PT
1YSLV-AV2, 1YGLD-AV2	1YADV-AV2
2YSLV-AV2, 2YGLD-AV2	2YADV-AV2
4YSLV-AV2, 4YGLD-AV2	3YADV-AV2
1YSLV-LCD, 1YGLD-LCD	1YADV-LCD
4YSLV-LCD, 4YGLD-LCD	2YADV-LCD & 3YADV-LCD
1/2/4Y-SLV/GLD-SV	1/2/3YADV-SV, 1/2/3YADV-SVMV
1/2/4Y-SLV/GLD-SVSC1200	1/2/3YADV-SC800
1/2/4Y-SLV/GLD-SVSC2000	1/2/3YADV-SC900
1/2/4Y-SLV/GLD-SVSC3000	1/2/3YADV-SC1000
ADX-1/2/4Y-SLV/GLD-IPIQ	1/2/3YADV-IPIQ
ADX-1/2/4Y-SLV/GLD-IPSL	1/2/3YADV-IPSL
ADX-1/2/4Y-SLV/GLD-IPUHD	1/2/3YADV-IPUHD
ADX-1/2/4Y-SLV/GLD-RM1048P	1/2/3YADV-RM1048P

*Represents the port count for the Vertiv™ Avocent® ACS800/8000 advanced console system. Available configurations include: 4, 8, 16, 32, and 49 ports.

Exempt SKUs

Vertiv™ Avocent® DSView™ Solution	Vertiv™ Avocent® DSView™ Solution Licenses	Vertiv™ Avocent® MergePoint Unity™ Switch	Vertiv™ Avocent® HMX High Performance KVM Extender System
ADX-1/2/4YSLV/GLD-MP1000	ADX-MP-LIC-50-1/2YSLV/GLD	1/2YSLV/GLD-MPU108E	1/2YGLD-HMX1
ADX-DSVS-HA-1/2YSLV/GLD	ADX-MP-LIC-100-1/2YSLV/GLD	1/2YSLV/GLD-MPU2016	1/2YGLD-HMX2
	ADX-MP-LIC-250-1/2YSLV/GLD	1/2YSLV/GLD-MPU2032	1/2YGLD-HMX3
	ADX-MP-LIC-500-1/2YSLV/GLD	1/2YSLV/GLD-MPU4032	1/2/4YGLD-LV
	ADX-MP-LIC-750-1/2YSLV/GLD	1/2YSLV/GLD-MPU8032	1/2YGLD-HMXMGR
	ADX-MP-LIC-1000-1/2YSLV/GLD		
	ADX-MP-LIC-2500-1/2YSLV/GLD		
	ADX-MP-LIC-5000-1/2YSLV/GLD		

New SKUs

Vertiv™ Avocent® MergePoint Unity™ 2 Switch Family and Firmware
1/2/3YADV-MPU2-*
1YFMW-ACS*PT
1YFMW-AV2
1YFMW-IPSL
1YFMW-IPUHD
1YFMW-IPIQ
1YFMW-MPU-*
1YFMW-MPU2-*
1YFMW-RM1048P

*Represents device count and port configuration.

End-of-Life SKUs

Vertiv™ Avocent® MergePoint Unity™ Switch Family
4YSLV/GLD-MPU108E
4YSLV/GLD-MPU2016
4YSLV/GLD-MPU2032
4YSLV/GLD-MPU4032
4YSLV/GLD-MPU8032

Frequently Asked Questions (FAQs)

At Vertiv, we value our customers and want their technical support experience to be the best it can be. To save you time contacting Technical Support, below are some of the most frequently asked questions.

FREQUENTLY ASKED QUESTIONS (FAQs)
What are the main changes Vertiv is making to its support plan?
Vertiv is consolidating its support tiers, introducing a single Advanced Plan that simplifies the selection process and ensures clarity on entitlements, benefits, and costs. Additionally, firmware updates beyond the standard warranty now require active support or firmware-only plan.
How will existing customers be affected by these support plan changes?
If you have an active support plan, your current coverage will not change. However, when it's time for renewal, you'll transition to the new Advanced Plan structure. For devices approaching renewal (or with mixed coverage), please contact your local Vertiv sales representative or authorized Vertiv partner to review available options and receive updated pricing.
I'm currently on a standard warranty without a support plan. How does this affect me?
You can continue downloading firmware by logging into the Software Download Portal to access the latest updates for your product. However, once your standard warranty expires, a 60-day blackout period applies to advanced replacement units if a support plan was not purchased at the time of the original sale.
If I choose not to purchase a support plan, can I still access firmware downloads?
While we recommend a support plan to receive full technical support and firmware updates, a Firmware-Only option is available. This option provides access to eligible firmware downloads but does not include additional benefits such as technical support, advanced RMAs, or other support plan features.

Contact and Support Information

If you have any questions, please contact:

Email: Channel.MonitoringandITManagement@vertiv.com

Phone: 1-888-793-8763

Support Hours:

- Advanced & Enterprise: 24x7
- Standard: Business hours (8x5)