

Rapid Replacement



Interruptions in your video security operations leave your business vulnerable. Minimize downtime and safeguard your investment by purchasing Eagle Eye Rapid Replacement. Customers should purchase Eagle Eye Rapid Replacement for all their Eagle Eye hardware to minimize downtime, protect their investment, and obtain peace of mind. Rapid Replacement provides extended warranty and replacement for all Eagle Eye Hardware.

Eagle Eye Rapid Replacement Benefits

- Overnight cross shipping (Eagle Eye Networks will immediately overnight a replacement unit and you have 30 days to ship the old one back).
- Shipping and handling costs are covered by Eagle Eye Networks both ways.
- Hardware upgrades upon request every 6 years.
- 24/7 priority access to customer support via phone, email or web.
- Extended warranty for up to 20 years.
- No upfront costs - subscriptions billed at low monthly rates, as well as yearly or in multiyear subscriptions.

Eagle Eye Rapid Replacement FAQ

1. Do I have to buy Rapid Replacement when I purchase the product?

It's best to start Rapid Replacement immediately to avoid additional changes if you add it later.

2. Do I pay for Rapid Replacement upfront?

No, Rapid Replacement is billed as a subscription. Subscriptions can be monthly, yearly, or a 3 or 5 year term, and is based on your current billing cycle.

3. What product does Rapid Replacement cover?

All Eagle Eye Bridges, CMVRs, Switches and Cameras can be covered by Rapid Replacement.

4. How long does Rapid Replacement last?

You can obtain coverage for up to 20 years with Rapid Replacement.

Rapid Replacement Part Numbers for Popular Eagle Eye Products

Eagle Eye Bridge 3XX and 4XX (3 Yearly)	EN-RR000-36
Eagle Eye CMVR 420 (3 Yearly)	EN-RR420-36

Eagle Eye SW05M Switch (3 Yearly)	EN-RRSW05m-36
Eagle Eye Cameras (3 Yearly)	EN-RRC01-36

Prices above reflect a multiyear subscription (3 Yearly), but can also be purchased as monthly, yearly, or as a 5 year subscription. See the Eagle Eye Price List for full details and Rapid Replacement SKUs for all supported hardware.