

FAQ

Which products are eligible for the TradeUp program?

Products announced EOO with valid support subscriptions, or expired less than 12 months ago, are eligible for the TradeUp Program discounts.

A limited number of non-EOO products might be also eligible to the Program.

How can I identify units eligible for the Program?

Distributors & Resellers can identify all eligible EOO units in the Renewal Assets area (Upsell Opportunities) on the Partner Portal, or on the assessment page for Distributors.

Which products are **NOT** eligible for the TradeUp program?

The following products are not eligible for the TradeUp program: FortiVoice, FortiClient, Coyote Point, FortiToken, FortiRecorder, Virtual Appliances, Fortinet VM Solutions, FortiSMS, FortiCarrier, VDOM, ADOM, Accessories, FortiFone, FortiCamera, Professional Services, FortiSiem, FortiProxy, FortiCloud, FortiNAC.

What happens to traded up units?

Once an EOO unit has been traded up it will no longer qualify for further TradeUp or renewal.

The End-User agrees not to reuse, resell, lend, rent or lease the replaced unit and not to use it for the provision of any kind of commercial services to third parties.

What is the process for transferring a support subscription from an EOO to a recommended replacement unit?

End-Users can transfer their support subscription in the Asset/Manage Products area on the Support site.

- 1** Select the serial number of the product to be replaced
- 2** Click on the Registration/RMA Transfer option and insert the serial number of the new unit
- 3** Click on Save and ensure that the transfer of services has been confirmed

Once existing services have been transferred to the replacement unit, additional standalone subscriptions can be registered.

Which Products are Eligible for TradeUp Program Discounts?

Discounts displayed in the brochure are applicable only to Entry level models.

For Mid-High range models the applicable discount needs further approval; please contact your local Fortinet Representative.

Who to contact for help?

For all other questions regarding TradeUp please contact your Fortinet Channel representative or emea_partners@fortinet.com.

How to TradeUp

Choose Your Eligible

TradeUp Unit

All Partners can check the EOO serial numbers list in Renewal Assets (Upsell Opportunities) via the Partner Portal.

Create Your

TradeUp ID

Distributors can create a TradeUp ID in the Renewal Tracking area (Trade Up) via the Partner Portal.

They must enter all information regarding the End-User and Reseller as well as the serial number which will be replaced. Once an EOO unit has been traded up it will no longer qualify for further TradeUp or renewal.

Raise Your

Purchase Order

In order to benefit from the Trade Up discounts a TradeUp ID is mandatory on the PO + the reference "TradeUp Program". One Trade Up ID per purchase order is required.

