

Common Objections and Responses

Objection: “3rd party optics will not be compatible with my switches”

RESPONSE: In many cases this is true, other 3rd party suppliers buy pre-coded hardware from manufacturers who specialize in hardware, not programming for compatibility. AddOn is different because they code all optics in house for 100% compatibility with OEM switches and test each optic in a lab scenario to replicate the intended environment prior to shipment to ensure compatibility.

Objection: “3rd party optics will not offer the full functionality as OEM optics or will show errors”

RESPONSE: This can be true from other suppliers that offer “generic” non-coded optics. AddOn is different because they code their optics in-house for 100% equivalent functionality to the OEM optic. AddOn’s coding process ensures their optics support all functions available on the OEM switch, including Digital Optical Monitoring (DOM).

Objection: “3rd party optics will void my OEM warranty/support contract”

RESPONSE: This is protected legally in the US; OEMs must abide by the Sherman Anti-Trust act that legally prohibits them from invalidating warranty or support due to the use of a 3rd party components. Further, AddOn backs their optics with a lifetime warranty including technical support and advanced next business day replacement designed to work in tandem with your OEM coverage of the networking devices to ensure your entire network is covered.

Objection: “That all sounds good but I’m still just not quite sure about AddOn/3rd Party”

RESPONSE: AddOn is happy to show you what they can do, let’s set up a quick call with my AddOn rep to discuss your upcoming needs and see if you qualify for a free evaluation kit of up to 4 optics to test in your environment.



Contact Us:

North America

sales@addonnetworks.com

EMEA

salesupportemea@addonnetworks.com

For more information, please visit www.addonnetworks.com