

Here To Stay

Serial communication solutions will remain an integral part of your industrial network for the next 10 years. And so will Moxa.



Moxa's Long-term Commitments as a Trusted Serial Partner

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Moxa offers an industry-leading 5-year warranty, expert global technical support, and global RMA service.



Moxa's Long-term Commitments as a Trusted Serial Partner

For more than 20 years, Moxa has been committed to providing the world's most reliable and innovative serial connectivity solutions with long-term value. We pride ourselves on the quality and level of our serial connectivity solutions, and will continue to push the boundaries of innovation far into the future. Our goal is to be your trusted serial partner, and deliver important benefits to all of our customers.

In response to the growing popularity of serial connectivity solutions, Moxa pledges its full commitment to providing customers with second-to-none product support and availability. The following measures demonstrate and confirm Moxa's commitment to you:

 <p>Commitment to Serial Product Availability</p> <p>Moxa presents a stable supply of serial products to the year 2020 and beyond.</p>	 <p>Commitment to Driver/OS Support</p> <p>Moxa's serial products support a wide range of COM/TTY drivers, from legacy operating systems such as DOS to the latest version of Windows</p>	 <p>Commitment to Professional Service</p> <p>Moxa offers an industry-leading 5-year warranty, expert global technical support, and global RMA service.</p>
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1 Commitment to Serial Product Availability

Moxa guarantees a stable supply of serial connectivity solutions to the year 2020 and beyond.

- 1/2/4/8/16/32-port serial-to-Ethernet device servers
- 1/2-port serial-to-WiFi device servers
- Wired and WiFi embedded device servers
- 2/4/8-port ISA serial boards
- 2/4/8-port PCI and UPCI serial boards
- 2/4/8-port PC/104 and PC/104-Plus serial modules
- 2/4/8-port PCI Express serial boards
- Serial-to-serial converters
- Serial-to-fiber converters
- 1/2/4/8/16-port USB-to-serial converters

For supply commitment of specific models, please contact your Moxa sales representative.



2 Commitment to Driver/OS Support

Engineers choose the most reliable solution when working on industrial applications, which is why you can still find applications around the world that use legacy operating systems such as DOS and Windows 2000. Moxa prides itself on providing driver and software support for a wide range of operating systems, including:

- DOS
- Windows 98 SE
- Windows ME
- Windows NT 4.0
- Windows 2000
- Linux 2.4
- SCO OpenServer 5
- QNX 4

In addition to providing driver support for legacy systems, Moxa is also committed to providing driver support for the latest operating systems, such as Windows 7, and only Moxa can provide the driver support you need to evaluate new beta operating systems.

Moxa is proud to provide drivers for all of the following operating systems:

- Windows XP x86/x64
- Windows Vista x86/x64
- Windows Server 2003 x86/x64
- Windows Server 2008 x86/x64
- Windows 7 x86/x64
- Linux 2.6 x86/x64
- SCO OpenServer 6
- Unixware 7
- FreeBSD
- QNX 6
- Windows CE 5/6
- Windows XP Embedded



3 Commitment to Professional Service

Moxa offers an industry-leading 5-year warranty, expert global technical support, and global RMA service.

5-year Warranty

All Moxa products must pass a series of rigorous tests to ensure that the products are free of manufacturing defects from the date of delivery, and because of this, we are able to offer a 5-year warranty on all of Moxa's serial connectivity products. If you require assistance with your warranty, please contact one of our many Moxa service offices.

Technical Support

Moxa's technical support team is dedicated to helping you with anything related to Moxa serial products, including technical specifications, hardware and software installation, and system diagnosis. Moxa Technical Support Certification (MTSC) guarantees that tech support engineers are capable of providing you with the most up-to-date support in a professional and timely manner. Moxa holds MTSC examinations for our global distributors every year to ensure that our customers receive consistent, professional technical service.

RMA Service

If your Moxa product requires service or repair, take advantage of our global Returned Merchandise Authorization (RMA) centers. Alternatively, the following locations provide repair service for products that are under warranty as well as products that are out of warranty:

- California, USA
- Taipei, Taiwan
- Shanghai, China

Conditional Customization Service (please contact Moxa sales representatives for more details)

Moxa provides Customization Service as a business. The scope of our customization service is not limited to software and hardware adaptations. Make Moxa your first stop when your application requires special features for integrating with existing devices, your system needs to be more compact to simplify maintenance, or you want to create your own brand. Moxa's customization service creates added-value for you and your customers.