

After-sales service for 400G pluggable optical modules



Article Overview

Comprehensive after-sales support for 400G optical modules includes 24/7 technical assistance, remote and on-site troubleshooting, repair or replacement during warranty, and extended warranty options.

Technical Support

Manufacturers typically provide 24/7 technical consultation and fault reporting, ensuring that any issues encountered with 400G modules are addressed promptly, often within 24 hours of reporting . Support can include remote assistance, such as product consultation, fault diagnosis, and software adjustments via phone or remote access, which helps resolve common problems quickly . For complex issues that cannot be resolved remotely, on-site support is available, where professional engineers visit the customer's location to perform diagnostics and troubleshooting .

Repair and Replacement Services

During the warranty period, faults caused by product quality issues are usually covered with free repair or replacement, including replacement of optical components, cleaning of interface faces, and repair of damaged casings . Vendors often maintain a safety stock of spare parts and collaborate with logistics providers to ensure rapid delivery, minimizing downtime . Additionally, extended warranty services are offered to provide long-term protection and reduce maintenance costs

Article Content

GÉANT demonstrates 400G transmission over 3,403km Terrestrial

GÉANT has successfully completed a field trial that sets a new benchmark for long-haul optical networking: 3,403 km

Common 400G QSFP-DD Transceiver Types in the Market

400G QSFP-DD optical module is a high-speed hot-pluggable transceiver. Here it will help you learn what 400G QSFP

400G Coherent Optics Guide: ZR, ZR+ & MZR Comparison

Master 400G coherent optics with our comprehensive guide covering ZR, ZR+, MZR variants, reach capabilities,

Technology from 400G to 800G to 1.6T Transceivers | FiberMall

This paper describes the technical route of optical communication from 400G to 800G to 1.6T optical modules and

Heavy Reading: Coherent Pluggable Optics Service Provider Survey

Explore how global operators use 400G and 800G coherent pluggables for DCI, metro, and long haul in this independent 2025

What After-Sales Services Are Available For Optical Modules

In an increasingly competitive market, comprehensive after-sales service is an indispensable part of sales work. It

Optical Transceivers

Molex leverages its optical experience to produce some of the highest performing, field-proven optical components in the market. We

Optical Module Evolution: From 400G to 3.2T

Optical Module Evolution: From 400G to 3.2T Driven by the explosive growth of artificial intelligence (AI), cloud

Cisco 400G QSFP-DD High-Power (Bright) Optical Module Data Sheet

Learn how Cisco 400G QSFP-DD High-Power (Bright) Optical module's small size and low power make it an optimal

Pluggable Optical Modules – GIGALIGHT

GIGALIGHT provides 100G, 200G, 400G and 800G pluggable digital coherent optical transceiver modules (DCO) and non-coherent

Cisco 400G QSFP Transceiver Modules Data Sheet

High-bandwidth transceiver modules based on the QSFP112 form factor, targeting NICs used in data centers, high

400ZR DCI Solution

Arista's 400ZR optical transceivers are software tunable, pluggable, DWDM, coherent optical modules that are compliant to the OIF

Cisco 400G Digital Coherent Optics QSFP-DD Optical Modules Data

Cisco offers a comprehensive range of pluggable optical modules in the Cisco ® pluggables portfolio. The wide variety

PSE 100G/400G pluggable coherent optics

Our pluggable coherent modules are used across our optical network platforms, converged IP-optical routing and fixed network

ICE-X 100G/400G

ICE-X 100G and 400G are designed to simplify network operations, particularly when deployed in third-party hosts such as routers

Acacia Unveils New 400G Pluggable Optical Modules for Cloud DCIs

Acacia's 400G pluggable module family features an expansive list of interoperability solutions in QSFP-DD, OSFP and

400G ZR & ZR+

400G ZR and ZR+ coherent pluggable optics have become new solutions for high-density networks with data rates

400G Optical Transceivers | OEM Compatibility

What is a 400G optical transceiver? A 400G optical transceiver is a hot-swappable module

400G ZR Optics Pluggable Coherent Modules | Acacia

The 400G ER1 QSFP-DD pluggable coherent optical module has a rich feature set including client multiplexing and

OFC 2025 400ZR White Paper 4_17

This white paper reports on the performance evaluation of 400ZR and OpenZR+ pluggable modules in a multi-vendor

How 400G Optical Modules Are Shaping Next-Gen Networks

Discover key factors driving the rapid adoption of 400G optical transceivers, including AI, 5G, coherent optics, and

400G Coherent Pluggable Optics Use Cases At a Glance

Learn how the Cisco portfolio of QSFP-DD coherent pluggable optics supercharges and simplifies transport networks

Acacia 400G QSFP-DD Pluggable Coherent Optical Modules

The 400G coherent pluggable market is one of the most important developments today in optical networking. Analysts such as

Ultimate Guide to QSFP-DD 400G Optical Modules:

The QSFP-DD 400G optical module has become a key element in the fast-changing field of

Riding the 800G network tsunami with pluggable optical

As new pluggable coherent modules for 100G and 400G applications revolutionize the way

Pushing the Limits of Connectivity: The Power of 400G CFP2 DCO in ...

As the demand for high-speed, low-latency data transmission continues to grow in modern networks, service

Cisco 400G QSFP-DD Cable and Transceiver Modules Data Sheet

Upgrade to 100G or 400G optics and save. The Cisco ® family of QSFP-DD modules provide the industry's highest

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