

Hardware Support Location Matrix

Revision 1.1 2025

- ✓ Service supported
- ✗ Service not supported

Geographical Limitations

While Trellix endeavors to provide service across our entire service area, delivery times may be affected by geographical constraints including distance, remote or less populated areas, and import restrictions. In such cases, we will make every effort to minimize delays.

Exceptions

Severe weather conditions, natural disasters, or other unforeseen circumstances may impact the ability to meet our service commitment. In such cases, Trellix and our service partners will make every effort to minimize delays and keep the customer informed.

GEO	Countries Applicable	ARMA HW Support Next Business Day Ship	NBD HW Support Next Business Day Ship	SD HW Support (Parts Only - FRU&CRU)																
APAC	Antarctica	✓	✓	✗																
APAC	Australia	✓	✓	✗																
APAC	Bangladesh	✓	✓	✗																
APAC	Bhutan	✓	✓	✗																
APAC	Brit.Ind.Oc.Ter	✓	✓	✗																
APAC	Brunei Darussalam	✓	✓	✗																
APAC	Cambodia	✓	✓	✗																
APAC	China	✓	✓	✗																
APAC	Coconut Islands	✓	✓	✗																
APAC	Cook Islands	✓	✓	✗																
APAC	East Timor	✓	✓	✗																
APAC	Fiji	✓	✓	✗																
APAC	French Polynesia	✓	✓	✗																
APAC	Guam	✓	✓	✗																
APAC	Heard and Mc Donald Islands	✓	✓	✗																
APAC	Hong Kong	✓	✓	✓																
APAC	India	✓	✓	✓																
APAC	Indonesia	✓	✓	✗																
APAC	Kiribati	✓	✓	✗																
APAC	Laos	✓	✓	✗																
APAC	Macau	✓	✓	✗																
APAC	Malaysia	✓	✓	✗																
APAC	Maldives	✓	✓	✗																
APAC	Marshall Islands	✓	✓	✗																
APAC	Micronesia	✓	✓	✗																
APAC	Mongolia	✓	✓	✗																
APAC	Myanmar	✓	✓	✗																
APAC	N.Mariana Island	✓	✓	✗																
APAC	Nauru	✓	✓	✗																
APAC	Nepal	✓	✓	✗																
APAC	New Caledonia	✓	✓	✗																
APAC	New Zealand	✓	✓	✗																
APAC	Niue Islands	✓	✓	✗																
APAC	Norfolk Island	✓	✓	✗																
APAC	Palau	✓	✓	✗																
APAC	Papua New Guinea	✓	✓	✗																
APAC	Philippines	✓	✓	✗																
APAC	Pitcairn Islands	✓	✓	✗																
APAC	Samoa American	✓	✓	✗																
APAC	Singapore	✓	✓	✓																
APAC	Solomon Islands	✓	✓	✗																
APAC	South Korea	✓	✓	✓																
APAC	Sri Lanka	✓	✓	✗																
APAC	Taiwan	✓	✓	✗																
APAC	Thailand	✓	✓	✗																
APAC	Tokelau Islands	✓	✓	✗																
APAC	Tonga	✓	✓	✗																
APAC	Tuvalu	✓	✓	✗																
APAC	Vanuatu	✓	✓	✗																
APAC	Vietnam	✓	✓	✗																
APAC	Wallis and Futuna Islands	✓	✓	✗																
APAC	Western Samoa	✓	✓	✗																
EMEA	Afghanistan	✓	✓	✗																
EMEA	Albania	✓	✓	✗																
EMEA	Algeria	✓	✓	✗																
EMEA	Andorra	✓	✓	✗																
EMEA	Angola	✓	✓	✗																
EMEA	Armenia	✓	✓	✗																
EMEA	Austria	✓	✓	✗																
EMEA	Azerbaijan	✓	✓	✗																
EMEA	Bahrain	✓	✓	✗																
EMEA	Belarus	✓	✓	✗																
EMEA	Belgium	✓	✓	✓																
EMEA	Benin	✓	✓	✗																
EMEA	Bosnia-Herz	✓	✓	✗																
EMEA	Botswana	✓	✓	✗																
EMEA	Bouvet Island	✓	✓	✗																
EMEA	Bulgaria	✓	✓	✗																
EMEA	Burkina-Faso	✓	✓	✗																
EMEA	Burundi	✓	✓	✗																
EMEA	Cameroon	✓	✓	✗																
EMEA	Cape Verde	✓	✓	✗																
EMEA	Central African Republic	✓	✓	✗																
EMEA	Chad	✓	✓	✗																
EMEA	Comoros	✓	✓	✗																
EMEA	Congo	✓	✓	✗																
EMEA	Croatia	✓	✓	✗																
EMEA	Cyprus	✓	✓	✗																
EMEA	Czech Republic	✓	✓	✗																
EMEA	Denmark	✓	✓	✗																

Same-Day service is generally available within a 150-mile radius of local in-country hubs or strategic stocking locations, subject to local cutoff hours. Contact Trellix Warranty Operation at globalfieldserviceops@trellix.com for information on locations and services.

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EMEA	Svalbard	✓	✓	X
EMEA	Swaziland	✓	✓	X
EMEA	Sweden	✓	✓	X
EMEA	Switzerland	✓	✓	X
EMEA	Tajikistan	✓	✓	X
EMEA	Tanzania	✓	✓	X
EMEA	Togo	✓	✓	X
EMEA	Tunisia	✓	✓	X
EMEA	Turkey	✓	✓	X
EMEA	Turkmenistan	✓	✓	X
EMEA	Uganda	✓	✓	X
EMEA	Ukraine	✓	✓	X
EMEA	United Arab Emirates	✓	✓	X
EMEA	United Kingdom	✓	✓	✓
EMEA	United States Minor Outlying	✓	✓	X
EMEA	Uzbekistan	✓	✓	X
EMEA	Vatican City	✓	✓	X
EMEA	Yemen	✓	✓	X
EMEA	Zambia	✓	✓	X
EMEA	Zimbabwe	✓	✓	X
Japan	Japan	✓	✓	X
Latin America	Anguilla	✓	✓	X
Latin America	Antigua and Barbuda	✓	✓	X
Latin America	Argentina	✓	✓	X
Latin America	Aruba	✓	✓	X
Latin America	Bahamas	✓	✓	X
Latin America	Barbados	✓	✓	X
Latin America	Belize	✓	✓	X
Latin America	Bermuda	✓	✓	X
Latin America	Bolivia	✓	✓	X
Latin America	Brazil	✓	✓	X
Latin America	Cayman Islands	✓	✓	X
Latin America	Chile	✓	✓	X
Latin America	Christmas Island	✓	✓	X
Latin America	Colombia	✓	✓	X
Latin America	Costa Rica	✓	✓	X
Latin America	Cuba	✓	✓	X
Latin America	Dominica	✓	✓	X
Latin America	Dominican Republic	✓	✓	X
Latin America	Ecuador	✓	✓	X
Latin America	El Salvador	✓	✓	X
Latin America	Falkland Islands	✓	✓	X
Latin America	French Guyana	✓	✓	X
Latin America	Grenada	✓	✓	X
Latin America	Guadeloupe (French)	✓	✓	X
Latin America	Guatemala	✓	✓	X
Latin America	Guyana	✓	✓	X
Latin America	Haiti	✓	✓	X
Latin America	Honduras	✓	✓	X
Latin America	Jamaica	✓	✓	X
Latin America	Martinique (French)	✓	✓	X
Latin America	Mexico	✓	✓	✓
Latin America	Montserrat	✓	✓	X
Latin America	Netherlands Antilles	✓	✓	X
Latin America	Nicaragua	✓	✓	X
Latin America	Panama	✓	✓	X
Latin America	Paraguay	✓	✓	X
Latin America	Peru	✓	✓	X
Latin America	Puerto Rico	✓	✓	X
Latin America	Saint Helena	✓	✓	X
Latin America	Saint Kitts & Nevis Anguilla	✓	✓	X
Latin America	Saint Lucia	✓	✓	X
Latin America	Saint Pierre and Miquelon	✓	✓	X
Latin America	Saint Vincent & Grenadines	✓	✓	X
Latin America	St. Barthélemy	✓	✓	X
Latin America	St. Martin	✓	✓	X
Latin America	Suriname	✓	✓	X
Latin America	Trinidad and Tobago	✓	✓	X
Latin America	Turks and Caicos Islands	✓	✓	X
Latin America	Uruguay	✓	✓	X
Latin America	Venezuela	✓	✓	X
Latin America	Virgin Islands (British)	✓	✓	X
Latin America	Virgin Islands (USA)	✓	✓	X
North America	Canada	✓	✓	✓
North America	United States	✓	✓	✓

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