

FREQUENTLY ASKED QUESTIONS

ARUBA LIMITED LIFETIME WARRANTY FREQUENTLY ASKED QUESTIONS

HOW LONG IS MY WARRANTY COVERAGE?

Aruba Limited Lifetime Warranty¹

The following Aruba indoor enterprise-grade wireless access points, Instant Access Points, and Mobility Access Switches are covered by Aruba's Limited Lifetime Warranty if purchased after May 21, 2009:

CAMPUS ACCESS POINTS		
• AP-92	• AP-120	• AP-134
• AP-93	• AP-120abg	• AP-135
• AP-93H	• AP-121	• AP-204
• AP-103	• AP-121abg	• AP-205
• AP-104	• AP-124	• AP-224
• AP-105	• AP-124abg	• AP-225
• AP-114	• AP-125	• AP-274
• AP-115	• AP-125abg	• AP-275
REMOTE ACCESS POINTS		
• RAP-3WN	• RAP-5WN	• RAP-155
• RAP-3WNP	• RAP-108	• RAP-155P
• RAP-5	• RAP-109	
INSTANT ACCESS POINTS		
• IAP-92	• IAP-114	• IAP-225
• IAP-93	• IAP-115	• IAP-274
• IAP-103	• IAP-134	• IAP-275
• IAP-104	• IAP-135	
• IAP-105	• IAP-224	
MOBILITY ACCESS SWITCHES		
• S1500	• S2500	• S3500
LEGACY (NON-802.11N) CAMPUS ACCESS POINTS		
• AP-60	• AP-65	• AP-70
• AP-61	• AP-65WB	

ONE YEAR WARRANTY

- All other Aruba hardware products not listed above (including mobility controllers, appliances and access points)

90-DAY WARRANTY

Where can I find Aruba's official warranty terms?

Aruba's official warranty is posted online at www.arubanetworks.com/legal.

When does warranty coverage begin for Aruba products?

Aruba warranty coverage begins when the product is shipped from Aruba.

What is the warranty period for power supplies, antennae, or accessories?

Unless otherwise stated, Aruba power supplies, antennae and accessories are covered under a one-year warranty.

If I purchased Aruba products from an Aruba partner, am I eligible for the Limited Lifetime Warranty?

Yes.

If Aruba products are resold, does the Aruba Limited Lifetime Warranty transfer to the new owner?

Yes. Aruba warranty coverage transfers with the ownership of Aruba product. Products must be certified as functional by an authorized Aruba partner when products are transferred.

How do I make a warranty claim?

If you have purchased support from an authorized Aruba partner, you should contact your partner to initiate a warranty claim for a covered product.

In all other cases, you should contact Aruba's Technical Assistance Center (TAC) to initiate a warranty claim. Information on how to contact Aruba TAC is available online at www.arubanetworks.com/support/contact_support

To be eligible for warranty coverage, you will need to provide certain information about the covered products, including product name, product number, serial number, and date of purchase. To assist Aruba in determining coverage eligibility and the cause of the problem, please be prepared to describe the symptoms, when the symptoms first occurred, troubleshooting steps that have been taken, software versions used, and other details about the operating environment.

Aruba may determine that additional diagnostics or troubleshooting steps are needed to confirm a hardware failure. Aruba may ask you to complete these steps and/or upgrade software versions before providing a replacement part.

How long will it take to ship a replacement part covered under warranty?

For the first 30 days of the warranty coverage period, Aruba will provide same-day-ship advance replacement for the covered product (after confirming coverage and the warranty failure) prior to the shipment cutoff time. If you are an ArubaCare customer, standard shipment cutoff times are provided online at: www.arubanetworks.com/pdf/ArubaCare_Agreement.pdf.

Please contact Aruba TAC for more information about the availability of same-day shipping and the shipment cutoff time for your region.

For the duration of the warranty period, Aruba will ship replacements for covered products the next business day following receipt of the defective or damaged product.

Will annual support continue to be offered for products covered by the Limited Lifetime Warranty?

Yes, Aruba and its partners will continue to offer support for products covered with by a Limited Lifetime Warranty.

Should I purchase a support contract for my products?

By purchasing an ArubaCare or PartnerCare support agreement for your Aruba products, you are eligible for same-day-ship advance replacement of the products for the length of the contract period (where available). Purchasing a support contract from Aruba or an authorized partner also ensures your access to subsequent software updates and 24x7 online and telephone support for those products.

Should I purchase spare access points?

If your network supports mission-critical business applications, Aruba strongly recommends that you purchase a small quantity of spare parts to minimize any network downtime. Please consult your Aruba sales representative or Aruba partner to develop a sparing strategy appropriate for your environment.

What support is offered along with the Aruba Limited Lifetime Warranty?

Aruba will provide you with support to initiate a warranty claim on any covered Aruba products. For Access Points covered under Aruba Limited Lifetime Warranty Aruba will provide Aruba TAC access M-F 9-5 PST for the first 90 days after purchase; for Aruba Instant APs and Mobility Access Switches Aruba will provide next business day email response from Aruba TAC M-F 9-5 PST for the first 90 days after purchase.

Does Aruba's Limited Lifetime Warranty provide me with access to new software releases?

Unless, otherwise stated the Aruba Limited Lifetime Warranty applies to hardware only. Aruba Instant and Mobility Access Switches provide access to the latest shipping software image.

What should I do when Aruba authorizes a replacement under warranty coverage?

Remove the defective part from your network and return it to Aruba. If you are eligible for advance replacement service (typically within the first 30 days of warranty coverage or for products covered under an ArubaCare or PartnerCare support agreement), you will typically return the defective part in the packaging provided with the replacement part. If you are not eligible for advanced replacement, Aruba or your authorized reseller will provide instructions on how to return the defective part.

Please remove any cables or accessories before returning the defective product to Aruba. If you have any questions about how to remove or install an Aruba product, please contact Aruba or your authorized Aruba partner.

Will the replacement product be the same as the defective product?

Within the first 30 days of warranty coverage, Aruba will replace any defective product with a new product. Thereafter, Aruba may choose to replace a product under warranty coverage with:

- A new product; or
- A refurbished, remanufactured or repaired product equivalent to the one being replaced; or
- Product equivalent to a product that has been discontinued [Note: May require that you update the software version].

What is the warranty for the replacement part?

The replacement product is warranted under the same terms for the remainder of the warranty period of the original product.

Does warranty coverage include lightning strikes, power outages, power surges or similar occurrences?

No, warranty coverage does not extend to uses outside the environmental specifications.

¹ Aruba Lifetime Warranty coverage remains in place for as long as you own the product, up to five years following the Aruba end-of-sale date of that product.

Aruba Networks may find it necessary to discontinue products for a number of reasons, including product line enhancements, upgrades and offering customers the same quality/higher performance products at the same or lower price or when key components are no longer available. When a product reaches its end of life (EOL), we are committed to communicating important milestones throughout the EOL period, including the initial EOL notification, End of Sale (EOS) for product, End of Support (EOST) milestone dates, as well as other key information pertaining to Aruba Networks hardware products.