



Aruba Lifetime Warranty Frequently Asked Questions

<p>How long is my warranty coverage?</p>	<p>Aruba Lifetime Warranty*</p> <p>The following Aruba indoor enterprise-grade wireless access points are covered by Aruba’s Lifetime Warranty if purchased after May 21, 2009:</p> <ul style="list-style-type: none"> • AP-60 • AP-61 • AP-65 • AP-65WB • AP-70 • AP-105 • AP-120 • AP-120abg • AP-121 • AP-121abg • AP-124 • AP-124abg • AP-125 • AP-125abg • RAP-5 • RAP-5WN <p><i>* Aruba Lifetime Warranty coverage remains in place for as long as you own the product, up to five years following Aruba announcement of end-of-sale of that product.</i></p> <p>One Year Warranty</p> <ul style="list-style-type: none"> • All other Aruba hardware products not listed above (including mobility controllers, appliances and access points not listed above); • All Aruba hardware products purchased before May 21, 2009. <p>90-Day Warranty</p> <p>Aruba software products.</p>
<p>Where can I find Aruba’s official warranty terms?</p>	<p>Aruba’s official warranty is posted online at www.arubanetworks.com/legal.php .</p>



<p><i>When does warranty coverage begin for Aruba products?</i></p>	<p>Aruba warranty coverage begins when the product is shipped.</p>
<p><i>What is the warranty period for power supplies, antennae, or accessories?</i></p>	<p>Aruba power supplies, antennae and accessories are covered under a one-year warranty.</p>
<p><i>If I purchased Aruba products from an Aruba partner, am I eligible for the Lifetime Warranty?</i></p>	<p>Yes. Aruba provides its product warranty directly to the end user.</p>
<p><i>If Aruba products are resold, does the Aruba Lifetime Warranty transfer to the new owner?</i></p>	<p>Yes. Aruba warranty coverage transfers with the ownership of Aruba product.</p>
<p>How do I make a warranty claim?</p>	<p>If you have purchased a PartnerCare support contract from an authorized Aruba partner, you should contact your partner to initiate a warranty claim for a covered product.</p> <p>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: http://www.arubanetworks.com/support/contact_support.php</p> <p>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.</p> <p>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.</p>



<p><i>How long will it take to ship a replacement part covered under warranty?</i></p>	<p>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: http://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.</p> <p>For the duration of the warranty period, Aruba will replace covered products upon receipt of the defective or damaged product.</p>
<p><i>Will annual support continue to be offered for access points covered by the Lifetime Warranty?</i></p>	<p>Yes, Aruba and its partners will continue to offer support for wireless access points covered with by a lifetime warranty.</p>
<p><i>Should I purchase a support contract for my wireless access points?</i></p>	<p>By purchasing an ArubaCare or PartnerCare support agreement for your Aruba wireless access points, 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.</p>
<p><i>Should I purchase spare access points?</i></p>	<p>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.</p>
<p><i>What support is offered along with the Aruba Lifetime Warranty?</i></p>	<p>Aruba will provide you with support to initiate a warranty claim on any covered Aruba products.</p>
<p><i>Does Aruba's Lifetime Warranty provide me with access to new software releases?</i></p>	<p>The Aruba Lifetime Warranty applies to hardware only.</p>



<p><i>What should I do when Aruba authorizes a replacement under warranty coverage?</i></p>	<p>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.</p> <p>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.</p>
<p><i>Will the replacement product be the same as the defective product?</i></p>	<p>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:</p> <ul style="list-style-type: none"> • 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].
<p><i>What is the warranty for the replacement part?</i></p>	<p>The replacement product is warranted under the same terms for the remainder of the warranty period of the original product.</p>
<p><i>Does warranty coverage include lightning strikes, power outages, power surges or similar occurrences?</i></p>	<p>No, warranty coverage does not extend to uses outside the environmental specifications.</p>