

# Extreme Networks Product Warranty FAQ

## Where can I find details of the Extreme Networks product warranties?

Documents describing Extreme's Standard Warranty Policy, Warranty Summary, and other related documents are located on Extreme's Support website at [Extreme Policies and Warranties](#).

## How can I determine which warranty applies to my product?

Please go to our [Warranty Look-Up Tool](#).

## What is the role of the Extreme warranty?

The purpose of a product warranty is to remedy manufacturing defects in materials and workmanship that keep the products from working substantially in accordance with the published specifications. It is not intended to address issues relating to the proper installation, configuration, or operation of devices or systems.

## Does the warranty apply if I purchase from an Extreme authorized business partner?

Yes, the same warranties apply whether the product is purchased directly from Extreme or from an Extreme authorized business partner. Note that product warranties are invalid and do not apply to products that are not purchased directly from Extreme or from an Extreme authorized business partner.

## What is included in the Extreme warranty?

Warranties provide a limited liability for Extreme to repair and/or replace defects in Extreme Networks hardware or software products. Warranties are generally limited in both the duration and the support they offer. Please refer to the summary of entitlements table in the Warranty Summary and Standard Warranty Policy documents for an overview of what is included in the Extreme's product warranties.

## Why is warranty not sufficient for supporting the evolving network?

As your business network evolves and become more complex, Extreme Networks Services, ranging from traditional maintenance and support options through proactive managed services offerings, help protect and extend the life of your network, ensuring you get the most value out of your network investment.

## If my product has a limited lifetime warranty, should I buy a maintenance contract?

Product warranties provide limited protection to address potential manufacturing defects and may provide access to technical support for the purposes of validating product conformance to published specifications. Relying solely on product warranties, even a Limited Lifetime Warranty, is not a recommended strategy for ensuring the efficient operation of your network, particularly in business-critical environments.

## What Extreme networks services are not included in product warranties?

Product warranties do not include services, such as 24x7 GTAC phone support to report problems, ask product related questions, and receive break-fix technical assistance for covered products. Warranties do not include accelerated advance hardware replacement options, hardware delivery commitments, onsite support, managed services, or any type of professional service, such as installations and configuration support. Cases will not be prioritized or escalated, and Extreme makes no commitment to resolution of issues, schedule, or availability of fixes in future maintenance releases.

## What technical support comes with a product warranty?

Extreme warranty support is provided via email, Web form or telephone available from 8 AM to 5 PM (Monday to Friday) local End User's time, for the purposes of diagnosing hardware and basic software defects in connection with warranty claims, and for validating product conformance to published specifications. Warranty entitlement to technical support does not include installation, network design and troubleshooting, configuration recommendations, complex topologies, consultation, or optimization services.

## What technical support is available with a maintenance contract?

With a maintenance contract, a customer is entitled to 24x7x365 GTAC phone support, to report problems, ask product related questions and receive technical assistance on Extreme Networks Hardware and Software products. Support includes assistance with configuration, interoperability, and best practices; cases will be tracked and escalated if needed, and fixes will be prioritized into future releases.

## What are examples of technical support questions which are covered by warranty?

**Example 1:** Customer has deployed an Extreme switch and is unable to bring an installed IO module online. This situation is covered by warranty. GTAC will help customer determine whether the module or the switch is defective, and will issue an RMA replacement to replace the failed hardware

**Example 2:** Customer observes issues with documented features such as the ones below. These situations would be covered, since the product is not operating as defined in published specifications.

- Customer observes that VRRP backup master is configured but the backup router instance is not routing. The problem is reproducible.
- Customer reports that ARP learned on a port where the VLAN for that subnet is not configured on the port. The problem is reproducible.
- ARP spoofing works on the virtual IP for VRRPv2, but does not work properly with VRRPv3. The problem is reproducible.

**Example 3:** An Extreme switch is experiencing excessive errors across a fiber optic link. The customer has installed a non-Extreme transceiver in the port which is experiencing the errors. This situation is not covered by technical support under warranty; Extreme warranties do not cover issues related to 3rd party devices. Customer will be advised to install an Extreme transceiver and confirm whether the issue persists.

**Example 4:** Customer is looking for configuration assistance to deploy Fabric Connect network. This situation is not covered by warranty. Extreme warranties do not include configuration assistance, however that service is available via a maintenance contract.

**Example 5:** Customer experiences issues when trying to upgrade the firmware on the device. This situation is covered by warranty. GTAC will provide guidance regarding correct upgrade procedures to help customer determine whether the hardware is defective, and will issue an RMA replacement if necessary to replace the hardware that failed to upgrade.

## Can I get technical assistance on my product from Extreme for situations that are not related to a warranty?

Coverage of your Extreme Networks equipment with a maintenance contract will provide you with 24x7x365 access to our Global Technical Assistance Center (GTAC) for assistance on non-warranty related issues on covered products. Extreme also has a very active online community, The Hub - and an ever-expanding Knowledgebase - GTAC Knowledge - which partners and customers can use as an alternative to opening a case with GTAC for assisted support. If you don't have a maintenance contract, you can also purchase GTAC assisted support on a fee per event basis.

## Where can I find more information on Extreme Networks services available for my products?

Extreme Networks services can be purchased from Extreme or an authorized Extreme Networks partner. Please refer to our support and customer care page, and your Extreme Networks Sales representative or authorized channel partner for additional information on available services.

## Who is eligible to start a warranty claim?

The warranty on Extreme Network products is available only to the original purchasing end-user entity and is applicable only to products and licensed materials sold or distributed to the end-user by Extreme Networks or an authorized Extreme Networks Channel Partner.

## Are Product Warranties Transferable?

Extreme product warranties are not transferrable. If the original end-user transfers their Extreme Network product to a third party, any remaining Extreme Network product warranty ceases upon that transfer, and no subsequent third party or user is eligible to obtain warranty service on that product. Support on transferred equipment can be obtained through the purchase of a maintenance contract. Please contact your Extreme Networks Sales representative or authorized channel partner for additional information on requirements and support options available for transferred equipment.

## How do I get warranty support?

Contact your local Extreme Networks GTAC via phone (business hours only), email, or web. Please have the following information available:

- Product name (example, Summit X670V-48x)
- Serial number of the product—found on the outside of the product or via the Command Line Interface (CLI)
- Complete description of the product failure

Once Extreme has determined that your product is having a failure covered under warranty, they will issue a Return Material Authorization (RMA) number for replacement of the defective product. Detailed instructions for processing an RMA can found in the GTAC Users Guide.

## Is the product warranty available worldwide?

Yes, product warranties are available wherever Extreme's products are sold. Actual delivery times of replacement parts will vary depending on customer location.

## What is the difference between ...?

**Limited Lifetime Warranty With Express Advanced Hardware Replacement:** This warranty provides next business day shipment of advance hardware replacement, lifetime access to technical support, and access to the base operational software release that came with the product at time of shipment, plus any sustaining releases if and when they exist, made available on that major release throughout the life of the product.

**Limited Lifetime Warranty With Express Advanced Hardware Replacement-2:** This warranty provides next business day shipment of advance hardware replacement, lifetime access to technical support, and access to all major and minor software releases, if and when they exist, on the base operational software license throughout the life of the product.

**Limited Lifetime Warranty with Express Advanced Hardware Replacement Only:** This warranty provides next business day shipment of advance hardware replacement throughout the life of the product, 90-day access to technical support, and 90-day access to all major and minor software releases, if and when they exist, on the base operational software license.

## What is the difference between ...?

**Base Operational Software:** Is embedded software required to operate an Extreme Networks branded device and is offered for sale as an inclusive component of the network device.

**Advanced Operational Software and “Feature Packs”:** Software-enabled pursuant to authorized use of an Extreme-issued license key that enables certain optional embedded software features in an Extreme Networks network device and is offered for sale as an optional component of such hardware network device.

## What is the warranty on advanced operational software?

Advanced Software licenses and Feature Packs have a 90-day software warranty. For additional details on this warranty, please refer to the Extreme Product Warranty at [Extreme Policies and Warranties](#).

## What is the difference between a software update and a software upgrade?

Using the software/firmware release schema of A.B.C, “A” is defined as a major software release. Major software releases are upgrades. “B” is defined as a minor or sustaining software release and is an update. “C” is defined as a maintenance or sustaining software release and is an update.

## What is the warranty period for modular power supplies and fan trays in stackable switches?

The modular power supplies and fan trays in the stackable switches generally carry the same hardware warranty as the switches they plug into. Therefore, a fan tray used on a stackable edge switch that has a Limited Lifetime Warranty will also have a Limited Lifetime Warranty. When in doubt, please refer to the Warranty Look-Up Tool.

## **What is the warranty period for modular power supplies and fan trays in chassis switches?**

All chassis power supplies and fans generally carry a 1 Year Warranty. When in doubt, please refer to the [Warranty Look-Up Tool](#).

## **What is the warranty period for transceivers?**

Transceivers carry a one-year warranty.

## **When does the warranty begin?**

The warranty begins at the date of product shipment from Extreme, or in the case of resale by an Extreme Authorized Distributor, the date of shipment from an Authorized Distributor.

## **What is extreme network's policy on dead-on-arrival (DOA) failures?**

Refer to Extreme's DOA policy available at [Extreme Policies and Warranties](#). In summary, all hardware products include advance part replacement (next business day shipment) during the first 30 days after product shipment for any product which fails to operate within twenty-four (24) hours of initial installation.

## **What Does "Lifetime" Mean?**

Lifetime is a period beginning on the warranty start date and ending five (5) years from the product's announced end-of-sale date. The duration of warranty for Extreme Wireless Controllers having a lifetime warranty is one (1) year from the product's end-of-sale date.

## **What Does "Next Business Day" Mean?**

If an eligible part covered under either the Limited Lifetime Warranty with express Advanced Hardware Replacement or the Limited Lifetime Warranty with express Advanced Hardware Replacement-2 requires a hardware replacement, Extreme Networks will use commercially reasonable efforts, after a request for replacement is approved, to ship the replacement part before the end of the next business day (NBD). Extreme Networks must process the RMA relating to the defective product per the Advanced Exchange Warranty RMA Times section of the Extreme Networks Service Availability Matrix available at [Extreme Policies and Warranties](#), Monday through Friday, in order to ship the replacement product to your site, by the end of day of the Next Business Day. Otherwise Second Business Day shipment will be provided for RMA's approved after the time indicated. Extreme is not responsible for any delays related to export or customs regulations or processes, or transportation issues. Actual delivery times may vary depending on specific customer location.

## **What are my expectations for parts shipments covered under an advanced hardware replacement warranty claim?**

Extreme will use all commercially reasonable efforts to pick pack and ship the hardware replacement using a commercial delivery service to customers' site. The replacement part will be shipped via ground shipping with shipping charges prepaid. Shipments are designed to achieve 5-10 business day delivery from an Extreme regional parts depot to the customer delivery site. Variation in business delivery days is possible depending on country of destination or geographical location with the country or other factors.

## **Is the replacement identical to the original product?**

Extreme will replace the failed unit with either a new or refurbished product which is equivalent to new in performance and reliability. Extreme may replace the failed hardware that has been discontinued or is otherwise unavailable with hardware which is, in Extreme's sole opinion, functionally equivalent to the failed hardware.

## **What is the warranty for replacement parts?**

The warranty period on the replacement product or repaired product terminates thirty (30) days after shipment to the end-user or upon the termination of the original warranty period of the product replaced, whichever is longer.

## **What are my responsibilities as a customer for returning parts under advance replacement?**

Customers are responsible for returning the defective product to an Extreme-authorized return facility. If the customer fails to return the defective product within ten (10) business days of receipt of the replacement product, Extreme reserves the right to invoice the customer at the list price of the defective product or product component.

## **Who pays for transportation, taxes, duties, and custom fees?**

If the warranty on your defective product provides advanced hardware replacement, Extreme pays the freight of the unit shipped to the customer. The customer is responsible for payment of any taxes, duties or custom fees for receiving the replacement part. Extreme will pay the freight, taxes, duties and custom fees to return the defective product to Extreme's designated repair location.

If the warranty on the defective product provides return and replacement services, the customer pays for the return freight of the product to Extreme's designated location, including any applicable taxes, duties and custom fees. Extreme pays the freight of the replacement unit shipped to the customer, excluding any applicable taxes, duties and custom fees.

### **What type of actions, events or activities invalidate my product warranty?**

The following conditions or events will invalidate a product warranty: Products that have been modified or repaired by anyone or any entity other than Extreme or as authorized by Extreme in writing; Products which have not been maintained in accordance with any handling or operating instructions supplied by Extreme, or that have been subjected to any unusual or non-standard physical or electrical stress, misuse, negligence, accidents, or causes beyond Extreme's control.

Additionally, Extreme Networks does not provide any warranty or compliance statement pertaining to any third party non- approved hardware. Use of non-approved optics

modules and corresponding interface modules is solely at your own risk and without any liability, warrant, or service obligation by Extreme Networks. Extreme recommends use and integration of only manufacturer certified hardware as expressly referenced within the applicable Extreme Networks product documentation. The customer assumes all risks associated with using third-party modules in Extreme Networks switches.

### **Does the warranty cover damage caused by lightning strikes, environmental damage, acts of nature, or other external causes?**

No. Damage caused by lightning-induced electrical stress, power surges, acts of nature (flood, earthquake, etc.), fire, or other external causes (physical damage, contamination, etc.) are external causes involving environmental conditions that are outside of the usage parameters and normal operating conditions of the product, and resulting damage or defects are therefore excluded from coverage. You should contact your insurance carrier to see if damage caused by these external events is covered under your insurance policy.



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