

Extreme Networks Product Warranty FAQ

Where Can I Find Details of the Extreme Networks Product Warranties?

View our [Extreme Product Warranty document](#) located on our support website.

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 Networks 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 and operation of devices or systems.

What Is Included in the Extreme Networks 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 Product Warranty document 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. 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, accelerated advance hardware replacement options, hardware delivery commitments, onsite support, managed services, or any type of professional service, such as installations and configuration support. Additionally, access to operational software upgrades is not available with some warranties.

For specifics, please refer to Table 1 of the [warranty document](#).

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. We also have a very active online community – The Hub – and an ever expanding Knowledgebase – GTAC Knowledge – which our 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 be found in the [GTAC Users Guide](#).

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 basic hardware and operational software troubleshooting assistance in connection with warranty claims, including RMA's (excluding installation, configuration and general networking troubleshooting).

Some product warranties have a limited telephone support duration, however email and Web support may have a longer duration.

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.

Is the Product Warranty Available Worldwide?

Yes, product warranties are available wherever Extreme Networks 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
- Limited Lifetime Warranty with Express Advanced Hardware Replacement-2

The key difference between these two warranties is with the level of access to operational software.

Limited Lifetime Warranty With Express Advanced Hardware Replacement — This warranty provides access to the base operational software release that came with the product at time of shipment, plus any sustaining releases made available on that major release throughout the life of the product.

Limited Lifetime Warranty With Express Advanced Hardware Replacement-2 — This provides access to all major and minor software releases on the base operational software license throughout the life of the product.

What is the Difference Between ...

- Base Operational Software
- Advanced Operational Software

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](#) document.

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 are considered to be an update. C is defined as a maintenance or sustaining software release and are considered to be 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. So a fan tray used on a stackable edge switch that has a Limited Lifetime Warranty will also have a Limited Lifetime Warranty. For the 7100G Series switches, the PoE power supplies and fans carry a 5 year 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 carry a 1 Year Warranty, with the exception of the K-Series fans which have a Limited Lifetime - 10 Business Day Ship Warranty.

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 reseller, commencing not more than ninety (90) days after shipment by Extreme.

What Is Extreme Network’s Policy on Dead-On-Arrival (DOA) Failures?

All hardware products include Advance Part Replacement (Next Business Day Shipment) during the first 30 days after product shipment. For up to thirty (30) days from the date of shipment of the Product from Extreme (or in the case of resale by an Extreme authorized reseller or channel partner, commencing not more than ninety (90) days after shipment by Extreme), Extreme will use all commercially reasonable efforts to provide Advanced Hardware Replacement of affected field replaceable unit (FRU) of Hardware Products that fail to operate within twenty-four (24) hours of initial installation. For purposes of this DOA policy, “fail to operate” shall mean a material failure to substantially perform in accordance with the Hardware Products’ published Documentation.

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](#), 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.

Are Replacement Parts Received Under My Warranty New?

Replacement parts may be new or refurbished.

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 third party repair facility. In the event that you fail to return the defective product within ten (10) business days of receipt of the replacement Field replaceable Unit (FRU), Extreme reserves the right to require customer to pay the full, or portion of the list price of the FRU or product component. Extreme will send the customer an invoice that will reflect the amount to be paid.

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.

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 2-4 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.

What About the WLAN and ADSP Products that Extreme Acquired From Zebra Technologies?

The warranty entitlements provided by Extreme are consistent with the original warranty provided by Zebra at the time of Extreme's acquisition for these products. Although the actual name of the warranty has been slightly modified, the provisions remain unchanged.