

FREQUENTLY ASKED QUESTIONS

Aruba Instant On Warranty and Support Services

IF I PURCHASED ARUBA INSTANT ON FROM AN AUTHORIZED ARUBA PARTNER, AM I ELIGIBLE FOR WARRANTY?

Yes.

IS THE WARRANTY TRANSFERRABLE?

No. Aruba Instant On warranty is available only to the original end user who purchased Aruba Instant On through an authorized Aruba distribution channel.

WHAT IS THE WARRANTY PERIOD?

Aruba Instant On comes with a twelve (12) month warranty for access points and a limited lifetime warranty for the 1930 switches.

HOW CAN I EXTEND THE WARRANTY AND SUPPORT PERIOD?

Aruba enables you to purchase Foundation Care for Aruba (“Foundation Care”) support services. Foundation Care services uplift your warranty, and provide you with additional support features such as Next Business Day (NBD) advanced replacement hardware support, and 24x7 telephone access to Aruba technical support experts. You can read more about Foundation Care support services for Aruba Instant On in the Aruba Service Brief.

WHAT IS THE PRICE FOR FOUNDATION CARE FOR ARUBA INSTANT ON?

The price for Foundation Care for Aruba Instant On Access Point is \$45 per device for a 3 year period. Support must be purchased on all devices. For the 1930 switch series, Foundation Care is available for 3 or 5 years. Pricing varies by switch model, so please reach out to your Aruba partner for more information.

WHAT IS THE DIFFERENCE BETWEEN THE PRODUCT WARRANTY AND FOUNDATION CARE?

The table below highlights the features of warranty vs. support for both Aruba Instant On access points and switches.

CAN I ADD FOUNDATION CARE FOR INSTANT ON AT ANY TIME?

You may purchase Foundation Care for Instant On as an add-on with new hardware purchases, within 90 days. You are not able to add Foundation Care for Instant On for hardware purchased outside the 90-day window.

HOW LONG WILL IT TAKE TO SHIP A REPLACEMENT PART COVERED UNDER WARRANTY?

For access points, for the first thirty (30) days from warranty start date*, Aruba will provide same day shipment with advanced replacement for the covered hardware products. After thirty (30) days from warranty start date* through the remaining warranty period, Aruba will ship a replacement product for any non-compliant product within 10 days. For switches, Aruba will provide next business day shipment with advanced replacement for the covered hardware products for the warranty period.

Response time is based on commercially reasonable effort and subject to a daily shipment cutoff time. In some countries and regions and under certain supplier constraints, response time may vary.

	ACCESS POINTS		1930 SWITCH FAMILY	
	Standard Warranty	Foundation Care	Standard Warranty	Foundation Care
Duration	1 Year	3 Years	Limited Lifetime (5 years after End of Sale)	3 or 5 Years
Parts replacement	Next Business Day (NBD) Arrival within 30 days (from warranty start date*); after which parts will be replaced within 10 days for 11 months	Next Business Day Arrival	Next Business Day Ship (no committed arrival)	Next Business Day Arrival
24x7 telephone support	90 days (from warranty start date*)	Yes	90 days (from warranty start date*)	Yes
24x7 chat support	1 Year	Yes	Lifetime	Yes
Software support	90 days (from warranty start date*)	Yes	Lifetime – OS Releases	Yes

* Warranty start date of an Aruba Instant On Access Point and Switch is the “power-on date” if the device is managed by the Aruba Instant On mobile app/web portal, otherwise it is purchase date.

WHAT SHOULD I DO WHEN ARUBA AUTHORIZES A REPLACEMENT UNDER WARRANTY COVERAGE?

Aruba will ship a replacement unit directly to you if the Aruba Instant On product you purchased is diagnosed as defective. On receiving the replacement unit, you will be required to return the defective unit back to Aruba, in the packaging that arrives with the replacement unit, within a defined period of time, normally five (5) days. Aruba will incur all shipping and insurance costs to return the defective unit to Aruba. Failure to return the defective unit may result in Aruba billing you for the replacement unit.

Please remove any cables or accessories before returning the defective hardware product to Aruba.

WILL THE REPLACEMENT HARDWARE PRODUCT BE THE SAME AS THE DEFECTIVE HARDWARE PRODUCT?

Aruba may choose to replace a hardware product under warranty coverage with (i) a new product; (ii) a refurbished, remanufactured or repaired product equivalent to the one being replaced; or (iii) a product equivalent to a product that has been discontinued. [Note: this may require that you upgrade the applicable software version for the replacement hardware products]

WHAT IS THE WARRANTY FOR THE REPLACEMENT PART?

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

ARE PHONE AND CHAT SUPPORT AVAILABLE DURING THE WARRANTY PERIOD*?

Yes, Aruba Instant On provides chat support and limited phone support as follows:

- 24x7 phone support for the first ninety (90) days (excluding holidays)
- 24x7 chat support throughout the warranty period (excluding holidays)

IS SOFTWARE SUPPORT INCLUDED IN THE WARRANTY?

For access points, software support is included for 90 days in the limited warranty. This includes download of patches for bug fixes in the period. To get access to new software features along with patches for 3 years, you must purchase Foundation Care for Instant On support services.

For switches, OS releases are available through the duration of the warranty period. If you desire specific feature updates, patches and fixes for 3 or 5 years, you must purchase Foundation Care for Instant On support services.

WHAT INFORMATION DO I NEED BEFORE CONTACTING ARUBA SUPPORT?

Be sure to have the following information available before contacting Aruba support:

- Product serial number, product name, and product number
- Detailed description of the symptoms, including when the symptoms first occurred and how frequently they are occurring
- Detailed description of any changes made to your product's configuration or network environment prior to the start of the symptoms occurring
- Detailed description of the troubleshooting steps you have performed and the results of those steps
- Proof of purchase

WHAT IS THE END-OF-SALE (EOS) PROCESS?

End-of-Sales (EOS) Process and End-of-Support (EOST) date for AIO 1930 Switch is missing and must be added. Otherwise, split this question to address EOS and EOST processes/dates for AIO Access Points and 1930 Switches separately.

End-of-Support: 1930 Instant On Switches are covered under limited Life Time warranty.

WHERE DO I CHECK THE INSTANT ON SOFTWARE POLICY?

<http://www.ArubaInstantOn.com/eula>