

FREQUENTLY ASKED QUESTIONS

Aruba Instant On announces 2-year warranty for Instant On Access Points

1. WHAT IS THE NEW WARRANTY UPDATE FOR INSTANT ON ACCESS POINTS?

Effective June 15, 2021, all Instant On Access Points (AP) will come with 2-year warranty.

2. IS THERE AN IMPACT TO THE PRICE WITH THIS CHANGE?

There is no price impact. With a 2-year warranty, you are getting longer support coverage at the same price, adding more value to your investment.

3. WHAT IF I REQUIRE LONGER SUPPORT?

Please purchase a Foundation Care contract for your APs. The SKU is HK1Y0E.

4. WHICH PRODUCTS ARE COVERED UNDER THIS NEW WARRANTY?

All Instant On Access Points (AP11, AP11D, AP12, AP15, AP17, AP22) will come with 2-year warranty.

5. HOW DO I REGISTER MY ACCESS POINT TO BE ELIGIBLE FOR 2-YEAR WARRANTY?

No additional process is needed to be eligible for the 2-year warranty. Warranty start date of an Aruba Instant On Access Point is the "power-on date" or the date by which the users register their Instant On access points into the the Instant On mobile app/web portal. If the Access Point is turned on and checks-in on or after June 15, 2021, regardless of when it was sold, it automatically becomes eligible for 2-year warranty.

6. IS THE NEW 2-YEAR WARRANTY AVAILABLE WORLDWIDE?

Yes, a 2-year warranty is available wherever Instant On Access Points are sold.

7. DOES THIS NEW WARRANTY APPLY TO ACCESS POINTS SOLD PRIOR TO JUNE 15, 2021?

The "power-on date" or the date of first check-in into the Instant On mobile app/web portal is what matters. Even an

AP that was purchased several months earlier but never connected to the Instant On portal is eligible for the 2-year warranty, if it connects to the portal for the first time on or after June 15, 2021.

If an Access Point has already connected to the Instant On mobile app/web portal before June 15, 2021, a 1-year warranty will be applied to it.

8. WHAT'S INCLUDED IN 2-YEAR WARRANTY?

Aruba Instant On 2-year warranty comes with 24x7 phone support for first 90 days and chat support for the entire warranty period. Parts replacement: Next Business Day (NBD) Arrival, within 30 days (from warranty start date); after which parts will be replaced within 10 days for 23 months.

9. AS OF JUNE 15, 2021, IF I PURCHASE FOUNDATION CARE WITHIN 90 DAYS OF PURCHASE OF MY ACCESS POINT, WILL I BE ELIGIBLE FOR A WARRANTY OF 2 YEARS + 3 YEARS?

No, you will get 3 years with Foundation Care from the time of purchase. The additional benefits provided by Foundation Care are 24x7 phone support for 3 years, priority software updates and Next Business Day arrival of hardware to allow small businesses to keep their operations up.

10. FOR PARTNERS: WHAT HAPPENS TO MY INSTANT ON STOCK IN HAND?

There is no impact to your APs in stock. The "power-on date" or the date of first check-in into the Instant On mobile app/web portal is what matters. Even an AP that was purchased several months earlier but never connected to the Instant On portal is eligible for the 2-year warranty, if it connects to the portal for the first time on or after June 15, 2021. If an Access Point has already connected to the Instant On mobile app/web portal before June 15, 2021, 1-year warranty will be applied to it.