

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. For complete warranty details, please see <https://www.arubanetworks.com/support-services/product-warranties/>.

IS THE WARRANTY TRANSFERABLE?

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 2-year¹ warranty for Aruba Instant On access points, a limited lifetime warranty for Aruba Instant On switches, and 3-year warranty for Aruba Instant On transceivers and DACs.

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) hardware exchange,

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 LENGTH OF TIME IS FOUNDATION CARE AVAILABLE FOR?

Foundation Care is available for 3 or 5 years and must be purchased on all devices. Pricing varies by model, so please reach out to your Aruba partner for more information. 3 or 5-year Foundation Care for Aruba Instant On switches covers inserted Aruba Instant On transceivers and other accessories.

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?

Please reach out to your Aruba Partner if you need Foundation Care for Instant On hardware purchased outside of the 90 day window.

	ACCESS POINTS		SWITCH FAMILIES	
	Standard Warranty	Foundation Care	Standard Warranty	Foundation Care
Duration	2 years ¹	3 or 5 years (Go to Support Services Central to locate Foundation Care SKUs)	Limited Lifetime (5 years after End of Sale)	3 or 5 years (Go to Support Services Central to locate Foundation Care SKUs)
Parts replacement	Next Business Day (NBD) Arrival within 30 days (from warranty start date ²); after which parts will be replaced within 10 days for 23 months	Next Business Day Exchange	Next Business Day Ship (no committed arrival)	Next Business Day Exchange
24x7 telephone support	90 days (from warranty start date ²)	Yes, for 3 or 5 years	90 days (from warranty start date ²)	Yes, for 3 or 5 years
24x7 chat support	2 years ¹	Yes, for 3 or 5 years	Lifetime	Yes, for 3 or 5 years
Software Updates are generally available* <small>*For as long as the customer owns the product and within the warranty period, software updates compatible with the device are available.</small>	Yes	Priority-based patch/maintenance releases to remediate critical issues in addition to all generally available software/OS releases	Lifetime — OS Releases	Priority-based patch/maintenance releases to remediate critical issues in addition to all generally available software/OS releases

¹ For APs with “power-on date” on or after June 15, 2021 the warranty is 2 years, otherwise the warranty is 1 year.

² 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.

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.

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 COVERAGE FOR THE REPLACEMENT PART?

When a replacement part is provided, the warranty terms will be mirrored from the original part, as well as the original warranty start date.

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)

ARE SOFTWARE UPDATES INCLUDED IN THE WARRANTY?

Yes, warranty includes all generally released software updates when and if available. Customers who require specific patches and fixes to be prioritized should purchase Foundation Care for Aruba support.

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

HOW LONG WILL ARUBA SUPPORT BE PROVIDED FOR INSTANT ON ACCESS POINTS AND SWITCHES?

Aruba will Support for 5 years after the End of Sale of the Aruba Instant On access points and switches.

WILL I RECEIVE SUPPORT FOR ARUBA INSTANT ON TRANSCEIVERS USED IN A NON-ARUBA INSTANT ON DEVICE?

No, Aruba has no way to replicate the customer problem if it occurs on a 3rd party device. Please see Aruba Instant On Switch data sheets for list of supported transceivers.

WOULD MY ARUBA INSTANT ON TRANSCEIVER WARRANTY BE VOIDED IF DEPLOY IN 3RD PARTY DEVICE?

Not necessarily, however in order to validate the replacement, Aruba will ask to test the Instant On transceiver or DAC in a supported Instant On switch in order to validate that the transceiver is defective and rule out a 3rd party device defect.

WILL ARUBA SUPPORT MY INSTANT ON DEVICE WITH A NON-SUPPORTED TRANSCEIVER OR DAC?

No, please refer to the switch data sheet for supported transceivers and DACs.

CAN MY INSTANT ON SWITCH WARRANTY BE VOIDED IF I USE AN UNSUPPORTED TRANSCEIVER OR DAC?

Possibly if it is validated that the failure has been triggered by the non-supported transceiver or DAC.

CAN I PURCHASE FOUNDATION CARE FOR INSTANT ON TRANSCEIVERS SEPARATELY FOR USE WITH 3RD PARTY DEVICES?

No, Foundation Care offerings are only available for switches and access points.

WHERE DO I CHECK THE INSTANT ON SOFTWARE POLICY?

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

WHERE DO I CHECK THE ARUBA INSTANT ON PRODUCT WARRANTY POLICY?

<https://www.arubanetworks.com/support-services/product-warranties/>