

Ruckus Wireless Warranty Frequently Asked Questions

Where can I find Ruckus's official warranty terms?

Ruckus' official warranty is posted online at support.ruckuswireless.com/warranty.

How long is my warranty coverage?

Ruckus Limited Lifetime Hardware Warranty*

Excluding the associated components that are covered by the One-Year Hardware Warranty discussed below, the following Ruckus ZoneFlex Indoor Access Points, ZoneDirector Controllers, and ZoneSwitch Power over Ethernet Switches are covered by Ruckus' Lifetime Hardware Warranty:

- ZoneFlex 2925
- ZoneFlex 2942
- ZoneFlex 7025
- ZoneFlex 7341
- ZoneFlex 7343
- ZoneFlex 7363
- ZoneFlex 7942
- ZoneFlex 7962
- ZoneDirector 1000 Series
- ZoneDirector 1100 Series
- ZoneDirector 3000 Series
- ZoneDirector 5000 Series
- ZoneSwitch 4124
- ZoneSwitch 4224

* Ruckus Limited Lifetime Hardware Warranty coverage remains in place for the Product Lifetime. Product Lifetime is defined to be the period for as long as you own the product, up to five years following Ruckus end-of-sale of that product. Products that have been end-of-sale are as follows:

<u>Product</u>	<u>EOS Date</u>	<u>Warranty End</u>
ZoneFlex 2925	Dec 31, 2009	Dec 31, 2014
ZoneFlex 7942	Dec 31, 2010	Dec 31, 2015
ZoneDirector 1000 Series	Feb 29, 2012	Feb 28, 2017

One-Year Hardware Warranty

The following Ruckus ZoneFlex Outdoor Access Points, MediaFlex Access Points, Power Adapters, Power Injectors, Antennas, and Accessories are covered by Ruckus' One-Year Hardware Warranty:

- ZoneFlex 2741
- ZoneFlex 7731
- ZoneFlex 7761-CM
- ZoneFlex 7762

- ZoneFlex 7762-S
- ZoneFlex 7762-T
- MediaFlex 2200 Series (2211 1-Port, 2211 1-Port with External Antenna, 2225 5-Port)
- MediaFlex 2800 Series (2825 5-Port Router, 2811 1-Port Router, 2111 1-Port Adapter)
- MediaFlex 7000 Series (7811 1-Port Access Point, 7111 1-Port Adapter)
- MediaFlex 7200 Series (7211 Indoor, Indoor with External Antenna, Outdoor)
- Power Injectors
- AP/Bridge/Controller Power Adapters, AC Power Supply, DC Power Supply
- Antennas
- Fans
- AP/Bridge Mounting Brackets/Kits, Controller and Switch Rack Mount Kits

90-Day Software Warranty

Ruckus software releases are covered by a 90-Day Warranty. During the first 90 days following shipment of the hardware product from Ruckus, the customer is entitled to upgrade to the latest software release which may include bug fixes that enable the Product to perform as stated in the then-current documentation. After 90 days, only customers that have purchased and are, thus, covered by a Ruckus Support contract will be entitled to software upgrades.

What support or software upgrade is offered along with the Ruckus Limited Lifetime Hardware Warranty?

The Ruckus Limited Lifetime Hardware Warranty applies to hardware only.

Support in the form of technical assistance with set-up, configuration, and troubleshooting is not included with the Ruckus Limited Lifetime Hardware Warranty. Technical support requires a current Ruckus Support contract.

For the first 90 days, customers can upgrade to the latest software release, as they are covered by the 90-Day Software Warranty. After the first 90 days, customers are entitled to upgrade to any new software release so long as they maintain a current Ruckus Support contract.

When does warranty coverage begin for Ruckus products?

Ruckus warranty coverage begins when the product is shipped from Ruckus.

Does the warranty cover environmental damage to the product incurred during use?

No, the warranty coverage does not extend to uses outside the environmental specifications, such as damage from earthquake, hurricane, fire, flood, lightning strikes, power outages, power surges, salt air corrosion, insects, birds or other pests, or similar occurrences or conditions.

Does the warranty cover the cost incurred to re-install the product?

No, warranty coverage does not include the cost to re-install the product. It does not cover labor; equipment cost, such as rental of a bucket truck; or material, such as repainting surfaces; incurred to remove and re-install the product.

What is the warranty period for power supplies, power injectors, antennas, or accessories?

While some Ruckus APs, Controllers and Switches are covered under a Limited Lifetime Hardware Warranty, the power supplies, power injectors, antennas and accessories that may ship with them are covered under a One-Year Hardware Warranty.

If I purchased Ruckus products from a Ruckus partner, am I eligible for the Limited Lifetime Hardware Warranty?

Yes. Ruckus provides its product warranty directly to the end user.

If Ruckus products are resold, does the Ruckus Limited Lifetime Warranty transfer to the new owner?

No. Ruckus warranty coverage does not transfer with the ownership of Ruckus product.

How do I make a warranty claim?

If you have purchased a Ruckus Support contract from an authorized Ruckus partner, you should contact your partner to initiate a warranty claim for a covered product. In all other cases, you should contact Ruckus' Support to initiate a warranty claim. Submit an email to support@ruckuswireless.com.

To be eligible for warranty coverage, you will need to provide certain information about the covered products, including product name, product number, serial number, and date of purchase. To assist Ruckus in determining coverage eligibility and the cause of the problem, please be prepared to describe the symptoms, when the symptoms first occurred, troubleshooting steps that have been taken, software versions used, and other details about the operating environment.

Ruckus may determine that additional diagnostics or troubleshooting steps are needed to confirm a hardware failure. Ruckus may ask you to complete these steps and/or upgrade software versions before providing a replacement part.

How long will it take to ship a replacement part covered under warranty?

If the failing product is covered by a valid Premium Support contract, Ruckus will provide advance replacement using overnight delivery for Controllers, Switches and Access Points.

If the failing product is not covered by a valid Premium Support contract, but if the product is Dead on Arrival (see next question), Ruckus will advance ship the replacement part using the following shipping services:

- Controller and Switches - overnight
- Access Points - lowest cost method (Customer can expedite the shipment at their own expense)

If the failing product is not covered by a valid Premium Support contract, and if the product is not DOA, then for the duration of the warranty period, Ruckus will replace covered products upon receipt of the defective product (Return to Factory). Customers are responsible for shipping costs to return the product. Replacement product will be shipped to the customer using the lowest cost method; the customer can expedite the shipment at their own expense.

These shipping services are subject to the regional delivery service availability and shipment cutoff times. Please contact Ruckus Support for more information about the availability of same-day shipping and the shipment cutoff time for your region.

When is a product considered Dead on Arrival (DOA)?

A product is considered DOA if the product fails within 30 days after customer receipt of the product and has been confirmed by Ruckus Technical Support as such.

What should I do when Ruckus authorizes a replacement under warranty coverage?

If you are approved for an RMA, Ruckus will provide you full instructions as to how to return your product.

For Controllers or Switches, please remove and retain any cables or separately purchased accessories before returning the defective product to Ruckus. For indoor APs, please retain the power supplies and any separately purchased accessory (such as POE injectors and mounting brackets). For outdoor APs and Bridges, please return the power supplies and POE Injectors, but retain any separately purchased accessory (such as antennas). If you have any questions about how to remove or install a Ruckus product, please contact Ruckus or your authorized Ruckus partner.

Will the replacement product be the same as the defective product?

Ruckus may choose to replace a product under warranty coverage with:

- A new product; or
- A refurbished, remanufactured or repaired product equivalent to the one being replaced; or
- Product equivalent to a product that has been discontinued (Note: May require that you update the software version).

What is the warranty for the replacement part?

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

Should I purchase a Support contract for my Ruckus Products?

By purchasing a Ruckus End User Premium or Partner Premium Support agreement for your Ruckus products, you are eligible for advance replacement with overnight delivery (subject to regional delivery service availability) of the products for the length of the contract period. Purchasing a Premium Support contract from Ruckus or an authorized partner also ensures your access to subsequent software updates and 24x7 online and telephone support for those products.

Should I purchase spare access points?

If your network supports mission-critical business applications, Ruckus strongly recommends that you purchase a small quantity of spare parts to minimize any network downtime. Please consult your Ruckus sales representative or Ruckus partner to develop a sparing strategy appropriate for your environment.

