



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.

WARRANTY PERIOD

Aruba Instant On comes with a twelve (12) month warranty.

HOW CAN I EXTEND THE WARRANTY AND SUPPORT PERIOD?

Aruba enables you to purchase Foundation Care support services. Foundation Care services uplift your warranty, and provide you with additional support features such as 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 of Foundation Care for Aruba Instant On, is \$45 USD for each device. Support must be purchased on all devices. This covers the entire 3 year period. This service includes:

	Standard Warranty	Foundation Care (HK1Y0E)
Warranty	1 Year	3 Years
Next Business Day (NBD) replacement of parts	30 days (from purchase); after which parts will be replaced within 10 days for 11 months	3 Years
24x7 telephone support	Complimentary 90 days (from purchase)	3 Years
24x7 chat support	1 Year	3 Years
Software support	90 days (from purchase)	3 Years

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.

WHEN DOES A FOUNDATION CARE SUPPORT CONTRACT START?

The start date of a Foundation Care contract is the same day as the warranty start date.

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

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

PHONE SUPPORT AND CHAT SUPPORT DURING WARRANTY PERIOD

Aruba Instant On provides complimentary phone support and chat support:

- 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?

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.

WHAT INFORMATION SHOULD I GET READY 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

END-OF-SALE (EOS)

End-of-Sale (EOS) announcement will be available on Aruba Instant On website up to six (6) months prior to EOS date. EOS date is the last date to order product through Aruba authorized distribution channels. After this date, the product is no longer for sale via any channel.

End-of-Support (EOST) date is the last date a product will be affirmatively supported by Aruba. Aruba Instant On is supported by Aruba twelve (12) month following the EOS Date.

WHERE DO I CHECK THE INSTANT ON SOFTWARE POLICY

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