

WIRELESS

Q: CAN YOU GIVE ME A QUICK OVERVIEW OF THE RUCKUS WARRANTIES ON WIRELESS PRODUCTS?

A: ZD Controllers and most indoor access points are sold with limited lifetime warranties. Physical SZ controllers, outdoor access points, associated equipment that ships with access points (e.g., power supplies, power injectors, antennas, and other accessories), and everything included in “Not for Resale” (NFR) kits, are all sold with 1-year warranties.

Warranty	Term	Types of Wireless Products Covered	Part Replacement	Key Limitations
1 Year Limited Hardware Warranty	One year from shipment date	SZ-100 and SZ-300 controllers, outdoor access points, associated access point equipment (outdoor and indoor), NFR Kits.	Return to Factory Only	Original end user only, no tech support, environmental damage not covered
Limited Lifetime Hardware Warranty	As long as the product remains in the possession of the original end user	ZD Controllers, indoor access points (except for access points with an “e” suffix (e.g., R350e), for which the HW warranty period is one (1) year)	Return to Factory Only	Original end user only, no tech support, environmental damage not covered
90-day Software Limited Warranty	90 days from shipment date	Software on Controllers and access points	N/A	Software will perform in accordance with documentation. If not, RUCKUS will provide fix. No tech support.

The official warranty is posted on RUCKUS' website, currently at <https://support.ruckuswireless.com/warranty>. In the event of any inconsistency between these FAQs and the official warranty, the official warranty will control.

Q: HOW LONG DOES IT TAKE TO GET A REPLACEMENT PRODUCT UNDER WARRANTY?

A: Under warranty, parts are replaced on a Return to Factory basis. Support contracts are required on controllers, and those contracts provide for Advanced Replacement of controller hardware. For access points, in the unlikely event of a hardware failure, customers may benefit from the cost savings, speed and convenience offered through the WatchDog AP Advanced Replacement service. This service can be purchased as an add-on to WatchDog Support offers.

Q: WHAT WIRELESS TECHNICAL SUPPORT IS OFFERED ALONG WITH A RUCKUS HARDWARE WARRANTY?

A: Both the RUCKUS 1-Year and the RUCKUS Limited Lifetime Hardware Warranty apply to hardware only. Support in the form of technical assistance with set-up, configuration, and troubleshooting is not included with a RUCKUS Hardware Warranty. That type of technical support requires a current RUCKUS support contract.

Q: WHAT SOFTWARE UPGRADES ARE OFFERED AS PART OF THE RUCKUS SOFTWARE WARRANTY?

A: 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, which includes software support.

Q: WHEN DOES WARRANTY COVERAGE BEGIN FOR RUCKUS PRODUCTS?

A: In the absence of other documentation, RUCKUS warranty coverage begins when the product is shipped from RUCKUS.

Q: DOES THE WARRANTY COVER ENVIRONMENTAL DAMAGE TO THE PRODUCT INCURRED DURING USE?

A: 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.

Q: DOES THE WARRANTY COVER THE COST INCURRED TO RE-INSTALL THE PRODUCT?

A: No, the warranty covers the device only, not any additional or auxiliary costs.

Q: FOR WIRELESS PRODUCTS, WHAT IS THE WARRANTY PERIOD FOR POWER SUPPLIES, POWER INJECTORS, ANTENNAS, OR ACCESSORIES?

A: Although some RUCKUS APs and wireless controllers 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.

Q: IF I PURCHASED RUCKUS PRODUCTS FROM A RUCKUS PARTNER, AM I ELIGIBLE FOR THE LIMITED LIFETIME HARDWARE WARRANTY?

A: Yes. RUCKUS provides its product warranty directly to the end user when the end user buys from an authorized RUCKUS partner.

Q: IF AN END USER RESELLS A RUCKUS PRODUCT, DOES THE RUCKUS LIMITED LIFETIME WARRANTY TRANSFER TO THE NEW OWNER?

A: No. RUCKUS warranty coverage only applies to the original end user.

Q: HOW DO I MAKE A WARRANTY CLAIM?

A: 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. If you haven't already, first create an account on <https://support.ruckuswireless.com> and then login to request an RMA at <https://support.ruckuswireless.com/cases/new>. 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. 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.

Q: FOR WIRELESS PRODUCTS, HOW LONG WILL IT TAKE TO SHIP A REPLACEMENT PART COVERED UNDER WARRANTY?

A: If the product is classified as "Dead on Arrival" (see below), RUCKUS will provide an advance replacement (AR) of that product, and that replacement product will be new (not refurbished). The RUCKUS commitment is that the replacement product will be shipped out from a RUCKUS facility within one business day of the RMA being created. The DOA replacement product will be shipped using an overnight delivery service. Actual delivery times will depend on the specific location.

If the failing product is not covered by a valid 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). The RUCKUS commitment is that the replacement product will be shipped out from a RUCKUS facility within fifteen business days of the receipt of the defective product at a RUCKUS facility. Customers are responsible for shipping costs to return the product. Replacement product will be shipped to the customer using the lowest cost method. A customer can expedite the shipping method at their own expense. These shipping services are subject to the regional delivery service availability and shipment cutoff times.

Q: How should customers return the defective units?

A: When preparing the return package, kindly include only the defective unit(s) and refrain from including accessories such as power cords/adapters, PoE adapters, antennas, and mounting kits, unless the RMA specifically includes these accessories. Please ensure that the defective units are securely packed in a suitable protective box before returning them. We recommend utilizing the RUCKUS standard packing if available.

Q: WHEN IS A PRODUCT CONSIDERED DEAD ON ARRIVAL (DOA)?

A: A product is considered DOA if the product fails within 30 days after customer receipt of the product and confirmation of the failure by RUCKUS Technical Support.

Q: WHAT SHOULD I DO WHEN RUCKUS AUTHORIZES A REPLACEMENT UNDER WARRANTY COVERAGE?

A: If you are approved for an RMA, RUCKUS will provide you full instructions as to how to return your product. If you have any questions about how to remove or install a RUCKUS product, please contact your authorized RUCKUS partner.

Q: WILL THE REPLACEMENT PRODUCT BE THE SAME AS THE DEFECTIVE PRODUCT?

A: 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.

Q: WHAT IS THE WARRANTY FOR THE REPLACEMENT PART?

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

Q: SHOULD I PURCHASE A SUPPORT CONTRACT FOR MY RUCKUS PRODUCTS?

A: You do need support on your RUCKUS Controller products, and the associated licenses, in order to receive ongoing software updates. A WatchDog End User Premium or WatchDog Partner Premium Support agreement also provides you with advance replacement and 24x7 technical support for the products covered by the support agreement. A support contract helps ensure that you receive the highest performance and value from your RUCKUS products, and delivers the best overall return on investment to you.

Q: SHOULD I PURCHASE SPARE ACCESS POINTS?

A: 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 authorized RUCKUS partner to develop a sparing strategy appropriate for your environment.

Q: MY OUTDOOR ACCESS POINTS ONLY HAVE A 1 YEAR WARRANTY. HOW CAN I KEEP THEM PROTECTED?

A: Since outdoor AP's are often sold in low numbers and have a higher price, we strongly recommend purchase of an appropriate multi-year Advance Replacement contract for your outdoor AP's. This serves as additional protection beyond the 1-year limited warranty period as well as offering advance replacement services, and can save you money vs. buying spares.

Q: CAN I PURCHASE SUPPORT ON AN ACCESS POINT THAT HAS FAILED? I'D LIKE TO GET ADVANCE REPLACEMENT BUT IT'S JUST COVERED UNDER WARRANTY.

A: No, support needs to be purchased within 180 days of product purchase.

Q: WHAT HAPPENS IF I DON'T RETURN A PRODUCT THAT I GET AN ADVANCE REPLACEMENT FOR? (IT WAS DOA)

A: After 15 business days from the shipment of the advance replacement, RUCKUS reserves the right to send an invoice for the unreturned product.

Q: I bought a RUCKUS product off a third party site, can I add RUCKUS support to it?

A: Only new equipment that is purchased directly from RUCKUS, a RUCKUS OEM or through an authorized RUCKUS partner will be supported. This policy ensures the highest level of service and long-term satisfaction for RUCKUS customers.

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Q: WHAT ABOUT THE WARRANTY TERMS ON ICX SWITCHES?

A: The table below gives a summary of the warranty terms for the ICX switches. Most switches are covered by the RUCKUS Assurance Limited Lifetime Warranty, which includes Advance Replacement with Next Business Day delivery. Note two important exceptions: the ICX7150-C08PT switch has a hardware warranty of 13 months, and ICX switches with an "E" notation (e.g., ICX 7150-XXX-ES), which have a hardware warranty of five (5) years. The warranty excludes removable optics and LEDs. Phone support is not included with the Limited Lifetime Warranty, except as shown in the table below, or if included in the –RMT3 bundles.

Q: WHAT ARE THE WARRANTY TERMS ON REMOVABLE OPTICS AND LEDS FOR ICX SWITCHES?

A: Removable Optics shipped from RUCKUS prior to June 1, 2021 and LEDs have a 13-month warranty, measured from the date when the products are shipped from RUCKUS. Removable optics shipped on or after June 1, 2021 will have a 60-month warranty measured from the date when the products are shipped from RUCKUS. Third-party optics are not covered at all under either warranty or support contracts.

Q: WHAT ARE SOME VARIATIONS RELATING TO WARRANTY DELIVERY AND RESPONSE TIMES?

A: In some countries and regions and under certain supplier constraints, actual response times may vary. If your location is outside the customary service area, your response time may be longer. Please contact the RUCKUS Support Team for response time availability in your area. Where applicable, for shipments to locations outside the US, Customer or Customer's assigned agent will act as Importer of Record for shipments of repaired/replacement units and will be responsible for payment of any import duties, taxes, and fees.

Q: WHAT SUPPORT DO I NEED TO COVER MY REMOVABLE OPTICS AND LEDS ON ICX SWITCHES?

A: For parts replacement on Removable Optics and LEDs, customers need to buy either the –NDP or the -4P level of support on their ICX switches.

	ICX 7150* / ICX 7450 / ICX 7550 / ICX 7650 / ICX 7750 / ICX 7850	ICX 7250 / ICX 8200
Warranty Coverage	RUCKUS Assurance Limited Lifetime Warranty* <ul style="list-style-type: none">Advanced Hardware Replacement (Next Business Day) - Includes Power Supplies & Fans*NOTE: Warranty on ICX7150-C08PT switch is only valid for 13 months, and warranty on ICX switches with an "E" notation is valid for five (5) years.Access to software updates, as availableFor the life of the product (Initial registered end user only), limited to a maximum of five years after end of saleRemovable Optics and LEDs are not covered by the switch warranty	
Support Included	90 days 8x5 Remote Phone Support	3 years 24x7 Support
Product + 3 yr. Support Bundles	"RMT3" SKUs: These switches have -RMT3 in the suffix of their part number, and entitle customers to 3 years of Remote Phone Support as part of the product purchase.	3 years 24x7 Remote Support Included with all ICX 7250 SKUs
Support Options	<ul style="list-style-type: none">24x7 Remote Phone Support4 Hour Parts Only Support (includes phone support)Next Business Day Parts Only Support (includes phone support)Secure Uplift (provides RMA replacement without requiring return of defective part)	

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