Enterasys Lifetime Warranty
Customers Afforded Leading TCO over the Life of their Network

Enterasys offers customers industry-leading warranties designed to provide the lowest possible total cost of ownership over the life of their network. For edge switches, indoor wireless access points and select wireless controllers[1], Enterasys includes warranty and support services for which many competitors charge additional fees – up to 10% of initial deployment costs on an annual basis. With warranty coverage extending up to five years beyond the end of sale of a product, customers are protected throughout the practical life of their infrastructure. These included features, such as extended component coverage, firmware feature upgrades (which most vendors cover for only the first 90 days), and technical support combine to significantly decrease capital and operational networking costs for customers over the life of their network.

Customers may also choose to augment the lifetime warranty by purchasing optional maintenance services to meet their business requirements. Enterasys' full range of maintenance services provide online case management, 24x7 consultative phone support, extended coverage for premium licenses and field replaceable components, and accelerated advanced parts replacement options. Additional information on Enterasys' maintenance services can be found at http://www.enterasys.com/services-training/maintenance-support.aspx

Enterasys products are designed from the ground up with long technology lifecycles of 7-10 years rather than planned obsolescence of every 2-3 years common in the industry. This means our customers enjoy the benefits of a networking infrastructure that grows with their business and is backed by both an industry-leading warranty program and customer service/support organization.

Consider an Example:

With the standard Enterasys lifetime warranty, customers with a 150 switch deployment can save over $1m in fees over the life of their equipment that can be added to their bottom line, invested in new equipment, or applied toward additional premium warranty features in accordance with specific business needs.

Similarly, customers with a competing 200 access point wireless deployment can save $140,000 in maintenance fees over the life of the equipment by moving to an Enterasys solution.

There is nothing more important than our customers.

	Enterasys A/B/C/D/G/K-Series	Enterasys Wireless Access Points & Controllers
Duration	End of Sale + 5 years	APs: End of Sale + 5 years Controllers: End of Sale + 1 year
Software		
Major releases & upgrades	√	N/A
Maintenance releases	√	1 year[2]
Premium software licenses	1 year[3]	N/A
Remote Support		
Knowledgebase	√	√
E-mail support	√	√
8x5 phone support	√	√
Component Coverage		
I/O modules	√	N/A
Fans	√	√
Power supplies	√[4]	√
Uplinks	1 Year	N/A
Parts Replacement Time	A/B/C/D/G Series: Next Business Shipment K Series: 10 Day Shipment	APs: NBD Shipment Controllers: RTF – 15 business days

[1] Products covered under the lifetime warranty include the Enterasys Indoor Wireless Access Point Models (fit mode), Wireless Controllers (C25, C4110 and C5110) purchased after January 1, 2011 and the A/B/C/D/G-Series switches.

[2] AP firmware maintenance coverage is valid for 1 year beginning on the initial purchase date of the associated controller.

[3] Warranty coverage for premium licenses is limited to 1 year, except for Advanced Routing and IPV6 Routing licenses for the B5/C5 and previous B/C-Series generations, which have lifetime coverage.

[4] D/G/K-Series power supplies are covered for 1 year only.

To help protect our customers' technology investment, Enterasys also offers a full range of optional maintenance services, providing 24x7 phone support and rapid response parts replacement services. For more information on these services, please see: http://www.enterasys.com/services-training/maintenance-support.aspx

Contact Us

For more information, call Enterasys Networks toll free at 1-877-801-7082, or +1-978-684-1000 and visit us on the Web at enterasys.com

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Patented Innovation

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Secure Networks™

Delivering on our promises. On-time. On-budget.