

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?

See <https://support.ruckuswireless.com/answers/000001652>, which describes the current warranty policies for all Ruckus products.

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, which includes software support.

When does warranty coverage begin for Ruckus products?

In the absence of other documentation, Ruckus warranty coverage begins when the product is shipped from Ruckus. If documentation (sales order, purchase order, etc.) can be provided showing the purchase date of the product we generally honor the purchase date as the warranty start date.

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. Create an account on <https://support.ruckuswireless.com> then login to request an RMA at <https://support.ruckuswireless.com/rmas/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. 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 a support contract?

If the failing product is covered by a valid Premium Support contract, Ruckus will provide an advance replacement (AR) of that product. 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 product will be shipped using overnight delivery services.

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

If the product is classified as "Dead on Arrival" (see next question), Ruckus will provide an advance replacement (AR) of that product. 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 product will be shipped using the following delivery 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). The Ruckus commitment is that the replacement product will be shipped out from a Ruckus facility within fifteen calendar 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.

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 WatchDog End User Premium or WatchDog Partner Premium Support agreement for your Ruckus products, you are eligible for advance replacement with overnight shipping (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.

My outdoor access points only have a 1 year warranty. How can I keep them protected?

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

Does Ruckus have a repair facility? Can I get products repaired and shipped back?

Ruckus does not offer repair services at this time. Ruckus WatchDog Premium or Advance Replacement support should be purchased to provide coverage beyond the One Year Standard Warranty or when advance replacement services are needed.

Can I purchase Support on a product that has failed? I'd like to get advance replacement but it's just covered under warranty.

No, purchase of a support contract requires that the product be operational at the time of the contract purchase. Ruckus reserves the right to request corroborating evidence such as a "support info" or "debug" file to show the unit is in operational condition. Renewals of existing support contracts are exempt from this requirement.

What happens if I don't return a product that I get an advance replacement for? (it was DOA)

After 30 days, Ruckus reserves the right to send a pro-forma invoice for the product. At that time you can either pay the invoice or return the original product.

