Extreme Networks Product Warranty Summary

Introduction: This is a summary of warranty information for Extreme's products. The table below provides general product warranty information by product family. Please refer to the Extreme Warranty Finder for specific warranty information for product SKUs. In cases where the product warranty information in the table below differs from the warranty information in the Warranty Finder for a specific product, the warranty in the Warranty Finder will apply.

Extreme's Product Warranty Policy is available at Extreme Policies and Warranties.

GTAC Support: The Extreme GTAC delivery of service under warranty provides troubleshooting assistance only for product conformance with its published Documentation and hardware and software defects. To receive service from Extreme's GTAC for priority assistance, 24x7x365 support, troubleshooting and guidance with set up, configuration, interoperability or any additional advance technical troubleshooting, your product must be covered under an active ExtremeWorks service support contract. For complete details regarding the difference between GTAC service delivery under warranty versus a support contract, please visit Extreme's Maintenance Services site.

Freemium Content: For customers who do not have warranty or service contract coverage, there are free resources available for assistance. These services include our HUB community and the knowledge base. These self-service support options provide technical advice, feedback or recommendations to assist customers who are operating Extreme Network products and solutions.

Extreme Product Warranty Summary

Data Center Switching						
Product Family	**Hardware Duration[8]**	**Hardware Replacement[6,7]**	**Technical Support[1,2,8]**	**Software OS Releases[4,8]**	**Portal[3,8]**	**Warranty Name**
SLX, MLX, VDX, CER	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
Optics	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
BD8K, BDX	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
BFO, BNA, NVA	N/A	N/A	90 Days	90 Days	90 Days	Software Warranty
9920 NPB	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
Campus Switching						
Product Family	**Hardware Duration[8]**	**Hardware Replacement[6,7]**	**Technical Support[1,2,8]**	**Software OS Releases[4,8]**	**Portal[3,8]**	**Warranty Name**
8000 Series	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
7000 Series	Lifetime	Advance Replacement	90 Days	Lifetime updates and upgrades[5]	Lifetime	Universal LLW
5000 Series, 4000 Series	Lifetime	Advance Replacement	90 days	Lifetime updates and upgrades[5]	Lifetime	Universal LLW
VSP7400, VSP4900, X695, X465, X435, V400, V300, sold after 10/1/2020	Lifetime	Advance Replacement	90 days	Lifetime updates and upgrades[5]	Lifetime	Universal LLW
VSP 8600, 8400	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
X460-G2, X450-G2, X440-G2, X620	Lifetime	Advance Replacement	Lifetime	Lifetime updates and upgrades[5]	Lifetime	Limited Lifetime Warranty With Advanced Hardware Replacement - 2
VSP7400, 4900 (10G) sold prior to 10/1/2020	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
ERS 5900, 4900, 4800, 3600, 3500	Lifetime	Advance Replacement	Lifetime	Lifetime updates and upgrades[5]	Lifetime	Limited Lifetime Warranty With Advanced Hardware Replacement - 2
VSP 8200, 7200, 4800, 4400	Lifetime	Advance Replacement	Lifetime	Lifetime updates[5]	Lifetime	Limited Lifetime Warranty With Advanced Hardware Replacement
VSP 4900 (excluding 10G) sold prior to 10/1/2020	Lifetime	Advance Replacement	Lifetime	Lifetime updates[5]	Lifetime	Limited Lifetime Warranty With Express Advanced Hardware Replacement

Extreme Product Warranty Summary (cont.)

Campus Switching (cont.)

Product Family	Hardware Duration[8]	Hardware Replacement[6,7]	Technical Support[1,2,8]	Software OS Releases[4,8]	Portal[3,8]	Warranty Name
X465, X435 sold prior to 10/1/2020	Lifetime	Advance Replacement	Lifetime	Lifetime updates[5]	Lifetime	Limited Lifetime Warranty With Advanced Hardware Replacement
V300, V400 sold prior to 10/1/2020	Lifetime	Advance Replacement	Lifetime	Lifetime updates[5]	Lifetime	Limited Lifetime Warranty With Advanced Hardware Replacement
XA 14xx	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
X480, X590, X650, X670, X670V, X670-G2, X690, X770, X870	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
X695 sold prior to 10/1/2020	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
X430, X440, X460	Lifetime	Advance Replacement	Lifetime	Lifetime updates[5]	Lifetime	Limited Lifetime Warranty With Advanced Hardware Replacement
Optics and cables	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
Accessories, LRM/MACsec Adapter	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
E4G-200, E4G-400	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
S-Series	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
K-Series	Lifetime	Adv. Replacement 10 Day Ship	Lifetime	Lifetime updates and upgrades[5]	Lifetime	Lifetime Warranty - 10 Business Day Ship
Fastpath 210, 200	Lifetime	Advance Replacement	1 Year[9]	Lifetime updates[5]	Lifetime	Limited Lifetime Warranty With Advanced Hardware Replacement - B
ISW Switch	5 Years	Return and Replace	5 Years	2 years updates	5 Years	5 Year Warranty
7100	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty

Wireless

Product Family	Hardware Duration[8]	Hardware Replacement[6,7]	Technical Support[1,2,8]	Software OS Releases[4,8]	Portal[3,8]	Warranty Name
AP305C, AP305CX (sold after March 22, 2021), AP305C-1	Lifetime	Advance Replacement	90 Days	Lifetime Updates and Upgrades[5]	Lifetime	Universal LLW
AP410C, AP460C, AP460S6C, AP460S12C (sold after June 1, 2021), AP410C-1	Lifetime	Advance Replacement	90 Days	Lifetime Updates and Upgrades[5]	Lifetime	Universal LLW
AP305C/CX-FCC – sold prior to March 22, 2021	Lifetime	Advance Replacement	90 Days	90 Days	Lifetime	Limited Lifetime Warranty - AHR only
AP410C-FCC, AP460C-FCC, AP460CS6-FCC, AP460SC12-FCC – sold prior to June 1, 2021	Lifetime	Advance Replacement	90 Days	90 Days	Lifetime	Limited Lifetime Warranty - AHR only
AP302W, AP510C-WW, AP510CX-WW	Lifetime	Advance Replacement	90 Days	Lifetime Updates and Upgrades[5]	Lifetime	Universal LLW
SR2xxx, BR, XR	Lifetime	Return and Replace	90 Days	90 Days	Lifetime	Limited Lifetime Warranty (WiNG)
Identify Wireless AP3935, AP3912, AP3915 Indoor AP	Lifetime	Advance Replacement	Lifetime	Lifetime Updates and Upgrades[5]	Lifetime	Limited Lifetime Warranty with Express Advanced Hardware Replacement-2
Identify Wireless AP3916 Indoor AP	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
Identify Wireless AP3965, AP3917 Outdoor AP	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
Accessories, Antennas, Cables, Mounting	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
AP360, AP460, AP560 Outdoor AP	1 Year	Return and Replace	90 Days	90 Days	1 Year	1 Year Warranty WiNG
AP310i/e, AP410i/e, AP505i, AP510i/e, AP310i-1, AP410i-1, AP510i-1 indoor AP	Lifetime	Return and Replace	90 Days	90 Days	Lifetime	Limited Lifetime Warranty (WiNG)
AP7522, AP7532, AP7602, AP7622, AP8432, AP8533, AP7612, AP7632 Indoor AP	Lifetime	Return and Replace	90 Days	90 Days	Lifetime	Limited Lifetime Warranty (WiNG)
AP7562, AP7662, AP8163 Outdoor AP	1 Year	Return and Replace	90 Days	90 Days	1 Year	1 Year Warranty WiNG
AH-AP-xxx, AH-ATOM-xx, APxxx Indoor AP unless otherwise noted	Lifetime	Return and Replace	90 Days	90 Days	Lifetime	Limited Lifetime Warranty WiNG
WiNG Wireless Accessories, Antennas, Cables	1 Month	Return and Replace	N/A	N/A	N/A	1 Month Warranty WiNG
Optics	1 Year	Return and Replace	90 Days	90 Days	1 Year	1 Year Warranty WiNG

Extreme Product Warranty Summary (cont.)

Wireless (cont.)						
Controllers, Appliances, Servers, Power Supplies, Accessories	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
Select APs (AH-AP-xxx-FCC, APxxxC/CX-FCC) - See Price List	Lifetime	Advance Replacement	90 Days	90 Days	Lifetime	Limited Lifetime Warranty-AHR Only
AP3000/AP3000X-WW, AP4000-WW, AP4000-1-WW	Lifetime	Advance Replacement	90 Days	Lifetime Updates and Upgrades[5]	Lifetime	Universal LLW
AP5010-WW, AP5020-WW, AP4020-WW	Lifetime	Advance Replacement	90 Days	Lifetime Updates and Upgrades[5]	Lifetime	Universal LLW
AP5050U/D-WW, AP4060-WW	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty

Applications and Licenses						
Product Family	**Hardware Duration[8]**	**Hardware Replacement[6,7]**	**Technical Support[1,2,8]**	**Software OS Releases[4,8]**	**Portal[3,8]**	**Warranty Name**
Applications	N/A	N/A	90 Days	90 Days	90 Days	Software Warranty
Licenses	N/A	N/A	90 Days	90 Days	90 Days	Software Warranty
Purview AppID PV-x	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty
ExtremeManagement Appliance, ExtremeControl Appliance	1 Year	Return and Replace	1 Year	90 Days	Lifetime	1 Year Warranty

WAN Edge and SD-WAN						
Product Family	**Hardware Duration[8]**	**Hardware Replacement[6,7]**	**Technical Support[1,2,8]**	**Software OS Releases[4,8]**	**Portal[3,8]**	**Warranty Name**
ExtremeCloud SD-WAN, MSP SD-WAN, Ipanema Appliances	1 Year	Return and Replace	1 Year	90 days	Lifetime	1 Year Warranty
Ipanema Software Licenses	NA	NA	90 days	90 days	90 days	Software Warranty

1. Access to Extreme's GTAC for product warranty support line via email, web form or telephone is available from 8 AM to 5 PM (Monday to Friday) local End User's time for the purpose of confirming product conformance and diagnosing of basic hardware and software defects.
2. **Services Not Included**. Installation, network design and troubleshooting, configuration recommendations, complex topologies, consultation, and optimization services are not covered under product warranty, but are available for purchase through Extreme's authorized channel partners.
3. Access to Extreme Customer Support website, which may include, but is not limited to: (i) information about status and/or review of known hardware and/or software issues/problems, (ii) access to technical documentation, (iii) the ability to log a case, (iv) information about the status of outstanding product RMAs.
4. Certain products are entitled to publicly available Base Operational Software or Base Operational Software Upgrades and/or Updates that Extreme may develop and generally release on covered products, for the warranty period. "Base Operational Software" means embedded software that is required to operate an Extreme-branded network device product and is offered for sale as an inclusive component of such hardware network device product. Customers who desire specific feature updates, patches and fixes to be prioritized into future releases should purchase the appropriate support services from Extreme. Note that certain Extreme products require an active SaaS Subscription in order to be configured, managed, and/or operated. An active SaaS subscription may also be required for certain software features to be enabled. Please refer to the product fact sheet and documentation for details.
5. Software release versions are indicated by A.B.C. "A" indicates a Major Release Number. Major software releases are **Upgrades**. "B" and "C" indicate Minor (sustaining) and Maintenance Release Numbers. Minor and Maintenance releases are Updates.
6. **Advance Replacement**
   a. Extreme will process the Return Material Authorization (RMA) relating to the defective product per the Advanced Replacement Warranty RMA Times section of the Extreme Networks Service Availability Matrix at Extreme Policies and Warranties, Monday through Friday, in order for the replacement

product to ship by the end of day of the Next Business Day. Otherwise Second Business Day shipment will be provided.

b. The replacement part will be shipped via economy service with shipping charges prepaid. Shipments are designed to achieve delivery to the customer within 5 to10 business days from an Extreme regional parts depot. Variation in business delivery days is possible depending on country of destination or geographical location with the country or other factors.

c. Extreme will pay for the return freight of defective products from Customer to Extreme, including any applicable taxes, duties and custom fees to country of shipment destination. Any government or brokers fees associated with the return of products from Customer to Extreme in the country of origin is the Customer's responsibility. Customer must be the Exporter of Record for all product returns to Extreme. Extreme pays the freight of the product shipped to customer, excluding any applicable taxes, duties and custom fees in Customers destination country. Extreme will not be the importer of record on any shipments to Customer.

d. Customer is responsible for returning the defective Product to an Extreme-authorized return facility. If Customer fails to return the defective Product within ten (10) business days of receipt of the replacement Product, Extreme reserves the right to invoice the customer at the List Price of the defective Product or product component.

7. **Return and Replace**

a. Extreme will make commercially reasonable efforts to ship a repaired or replacement Product within ten (10) business days (depending upon affected product) of receipt of the defective Product at an Extreme facility.

b. The replacement product will be shipped via economy service with shipping charges prepaid. Shipments are designed to achieve delivery to the customer within 5 to 10 business days from an Extreme regional parts depot. Variation in business delivery days is possible, depending on country of destination or geographical location within the country or other factors.

c. Customer pays for the return freight of the product to Extreme's designated location, including any applicable taxes, duties and custom fees in both country of origin and destination. Customer must be the Exporter of Record for all product returns to Extreme. Extreme pays the freight of the product shipped to Customer, excluding any applicable taxes, duties and custom fees. Customer must be the Importer of Record for all product returns to Customer.

8. **Product Lifetime** – Except where otherwise defined, a period of time commencing on the warranty start date and ending five years from the Product's announced end-of-sale date in accordance with Extreme's End of Life policy at Extreme Policies and Warranties. The end-of-sale dates are defined in the Extreme End of Life Policy. **Exceptions**: Extreme Wireless Controllers Product Lifetime warranty duration is one year from the Product's end-of-sale date. Wireless LAN 9100 Product Limited Lifetime warranty duration is three years from the Product's end-of-sale date.

9. **Global Technical Support** – Provided via: Telephone, Online Support Portal and email for first 12 months (from Warranty Start Date), Online Support Portal and email support for remainder of Warranty Period.

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