
Extreme Networks Warranties for heritage Avaya Networking products

Starting April 9, 2018, and retroactively effective to July 14, 2017, Extreme Networks will honor the defined Extreme Networks Warranty for heritage Avaya Networking products which were acquired from Avaya.

For sales prior to July 14, 2017, Extreme Networks will honor the original entitlement provided by Avaya as defined below.

The specific entitlements provided by Extreme Networks warranty policies, along with other terms and conditions, are defined on the Extreme Networks Policies, Guidelines and Warranties portal at the link below:

<https://www.extremenetworks.com/support/policies/>

Product	Heritage Avaya Warranty					Extreme Networks Warranty
	Hardware Warranty ²	Warranty Duration	Replacement Entitlement	Technical Support ³	Software Updates ²	
ERS 2500	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days	Limited Lifetime Warranty with Express Advanced Hardware Replacement
<i>Sold before 1 July 2015</i> ERS 3500, ERS 4500, ERS 4800, ERS 5500, ERS 5600	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days	Limited Lifetime Warranty with Express Advanced Hardware Replacement (note 1)
<i>Sold after 1 July 2015</i> ERS 3500, ERS 4500, ERS 4800, ERS 5500, ERS 5600	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	Lifetime (EoS+1 Year)	Limited Lifetime Warranty with Express Advanced HW replacement – 2 (note 1)

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ERS 3600, ERS 4900, ERS 5900	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	Lifetime (EoS+1 Year)	Limited Lifetime Warranty with Express Advanced HW replacement - 2
ERS 8600/8800	1 Year	1 Year	RTF + 10 Days	Basic 8x5	90 Days	1 Year Warranty
VSP 4000	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days	Limited Lifetime Warranty with Express Advanced Hardware Replacement
VSP 7024	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days	Limited Lifetime Warranty with Express Advanced Hardware Replacement
VSP 7200	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days	Limited Lifetime Warranty with Express Advanced Hardware Replacement
VSP 8200	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days	Limited Lifetime Warranty with Express Advanced Hardware Replacement
VSP 8400, VSP 8600, VSP 9000	1 Year	1 Year	RTF + 10 Days	Basic 8x5	90 Days	1 Year Warranty
WLAN 9110 AP (2 Radio or less)	Lifetime	EoS + 3 Years	RTF + 15 Days	No	No	Limited Lifetime Warranty (WiNG) – EoS + 3 years
WLAN 9110 AP (>2 Radios)	5 Years	5 Years from Date of Purchase	RTF + 15 Days	No	No	Limited Lifetime Warranty (WiNG) – EoS + 3 years
WLAN 9100 (Other)	Standard	12 Months	RTF + 15 Days	No	No	1 Year Warranty

Note 1: Extreme Networks will not distribute software for ERS 2500, 4500, 5500, or 5600, nor will software be available from Extreme Networks for download. Customers should download any required images from Avaya Networks prior to April 1, 2018.

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