How long is the Warranty Support coverage for my Iron Networks product?

Warranty Support is the initial support coverage that comes with new Iron Networks products. It provides for technical support, software and firmware updates, Advance Exchange hardware replacement and more. Please refer to the following table for information on Warranty Support periods by product.

Product Support	Warranty Support Free Advance Replacement	Warranty Support Free Depot-Repair
Model 100 / 500	30 Days	1 Year
Model 1000 / 1100 / 1200	30 Days	1 Year
Model 2100 / 2200	30 Days	1 Year
Model 3200	30 Days	1 Year
Model 5200	30 Days	1 Year

What is the coverage period for Iron Networks Hardware Warranty?

Hardware Warranty is the hardware coverage that comes with new Iron Networks appliances. It provides for hardware repair (or replacement, at Iron Networks discretion) should it be determined that the appliance is defective. In such instances, Iron Networks will repair (or replacement, at Iron Networks discretion) the defective appliance via return-to-factory shipment. The hardware warranty period is one year for all Iron Networks appliances.

Does my support contract cover advanced replacement of hardware should a hardware failure occur?

Yes, the premium support contract provides advance replacement of hardware for hardware related failures. More details and pricing information is available in the program descriptions. Premium maintenance packages extend the standard warranty support and are available for a term of 1 year, 2years, 3 years and 5 years.

When does support begin?

Support begins the day that your product was shipped.

What is Iron Networks Support Center Portal (support.ironnetworks.com)?

Iron Networks Support Center is the new Iron Networks support web portal that allows customers to manage their support cases, search an integrated knowledge base, and download latest releases or support packs, and access technical documentations.

What information is needed for me to open a new support case?

Before opening a support case you should:

1. Check the product documentation. Read the Getting Started Guide and the Administrator Guide included on the Resource CD that comes with your Iron Networks solution. Or, you can go to the Support Reference Library on Iron Networks.com to find a digital version (PDF) of the latest guide, technical note or FAQ you need.
2. Look in the latest release notes for your product to see if the symptoms you are seeing might be due to a known issue that has been resolved in a more recent version of the firmware. If so, consider updating your firmware (FFRS) to see if it

resolves the symptoms. You will need to have an active support agreement to download the latest firmware (FFRS) version for your product. You can find the latest release notes in the Support section of Iron Networks.com.

3. Use the online Support center portal for help.
4. Perform diagnostics. The system diagnostics in the management interface provides a series of diagnostic tools to help you troubleshoot common network problems.
5. If you are still unable to resolve the issue, please review this document prior to contacting Iron Networks, and have the following information ready.
6. A variety of hardware replacement, help desk and software update support options, and more are all available from Iron Networks

- The name and serial number of the appliance or software solution
- Your first and last name
- Your e-mail address
- Your telephone number
- A detailed description of the problem, including when the symptoms first occurred and how frequently they are occurring
- The severity of the problem
- A detailed description of the troubleshooting steps you have performed and the results of those steps
- The firmware version currently running on the product
- Any applicable log files, screen shots and error messages

Where do I find Iron Networks Product serial number?

Your NN-XXXX-XXXX serial number can be found in one of the following three places:

- Via the GUI (ONEface interface)...displayed at the top of the web page
- On the back of the appliance
- Activation certificate...you will find an "Software Certificate" attached to the product manual

Where to get help and open a support ticket for support or services?

If your Iron Networks product is covered under the Warranty Support period or if you have an active premium 8x5 or 24x7 support contract that you purchased from Iron Networks or one of our partners, you should contact Iron Networks by calling the phone number listed on or Contact Support page or contact your Iron Networks reseller if they are authorized for support fulfillment on Iron Networks products. You may also open a support case by visiting:

Web: http://support.ironnetworks.com/ (Online Customer Support Center Portal)

Phone toll free: 1-877-895-nAPP ext. x2 (U.S. and Canada)

Phone: 1-408-895-5000 ext. x 2 (All other countries)

E-mail: support@ironnetworks.com

If the Warranty Support period for your Iron Networks product has expired and you do not have an active support contract, you should contact your local Iron Networks reseller for assistance in purchasing a new support contract. Once your product is covered under an active support contract you may open a support case.

If possible, you should contact Iron Networks from a location where it is easy for you to access the product

What to expect once I contact Iron Networks for a support claim?

When you contact Iron Networks to open a support claim you will be asked for some information about your product including the product name and serial number so that Iron Networks can confirm your product is still within a valid support period and identify the level of support to which you are entitled. Iron Networks will ask you to describe the symptoms that your product is experiencing and the troubleshooting steps you have already taken to determine the product is not functioning properly. You may also be asked to provide some information about the product's configuration and software/firmware version as well as your network topology and environment.

Upon receiving this information, Iron Networks will then decide if some additional troubleshooting steps are necessary to confirm the product is not functioning properly. Iron Networks will ask you to perform these steps and can answer questions you might have about how to perform the steps. In some instances, Iron Networks may ask you to upgrade to a more current version of software/firmware on your product as part of the troubleshooting.

In order to help minimize the impact of a possible failure, it is important that you assist Iron Networks with the troubleshooting. For example, if a symptom is actually due to a configuration issue and not a hardware failure, sending you a replacement appliance will not resolve the issue and may result in additional network downtime for you.

Once Iron Networks has determined that your product is having a failure covered under Warranty Support or a valid premium maintenance contract, Iron Networks will send a replacement appliance to you through our Advance Exchange Return Material Authorization (RMA) process.

How long before Iron Networks ships a replacement appliance? Will I get a replacement next day?

In most parts of the world where Iron Networks sells products, Iron Networks can send your replacement appliance for delivery sometime during the next business day if your appliance is still within the Warranty Support period or covered under an active premium maintenance support contract. This is contingent upon Iron Networks confirming the product failure and processing the RMA order prior to the shipment cutoff time. To find out the specific shipment cutoff time for your location, please see the "Repairs and Returns" paragraph on the Guidelines and Policies page. In countries where Iron Networks can typically provide next business day delivery, there can be remote locations where delivery will take extra time, so please contact Iron Networks if you want to check on your location.

If your appliance is not within the Warranty Support period or under an active support contract but is still covered under the Hardware Warranty the appliance is required to be returned to Iron Networks's factory for further evaluation before it can be repaired, replaced and shipped back to you. This process may take up to seven or more days to complete from the date of receipt at Iron Networks service depot.

What I need to do once I receive a replacement appliance from Iron Networks?

Warning: When removing or installing an appliance, follow the general installation safety instructions provided in the Getting Started Guide and Administrator's Guide that shipped with the appliance to avoid injury or damage to the unit.

After you receive the replacement appliance you need to remove the defective appliance and install the replacement unit. You should also verify the replacement appliance has the appropriate software/firmware level loaded and, if applicable, restore the configuration onto the replacement appliance.

Be sure that you remove any accessories, cables and cords that you may have installed in or attached to your appliance before returning the defective unit to Iron Networks. Examples include power supplies (both primary and redundant), modules for a chassis

appliance, network and serial cables, power cords and mounting brackets. Refer to the Getting Started Guide and Administrator's Guide that shipped with your appliance for details on removing accessories, cables and cords.

If you have questions about how to remove or install a part, or if the same or other failure symptoms occur after you replace the appliance, please contact Iron Networks and reference the case number previously given to you.

You must return the defective appliance to Iron Networks and insure the shipment, usually in the same box in which you received the replacement unit to avoid shipment damage. The replacement appliance will include instructions for returning the defective appliance to Iron Networks. Shipping is paid by Iron Networks. Make sure that the RMA number is included with your shipment and that you return the defective appliance to Iron Networks within 10 days. After 10 days you will be billed the retail price of the new appliance if the defective appliance has not been returned to Iron Networks.

Would Iron Networks ship me a brand new appliance as a replacement under my warranty terms?

Iron Networks may repair or replace Iron Networks appliances with:

- New appliances
- Appliances equivalent to the appliances being repaired or replaced but that have been subject to prior use or repair
- Appliances containing remanufactured parts equivalent to new in performance
- Appliances of like or better features and functionality in the event the original appliance has reached obsolescence

How does the replacement appliance hardware warranty work?

The repaired or replaced appliance is covered under the same Hardware Warranty terms and conditions as the original appliance or the remainder of any active support contract, whichever is longer. See "How long is the Hardware Warranty coverage for my Iron Networks product?" above for information on Hardware Warranty period lengths.

How do I return my defective unit after I have been issued an RMA?

An RMA number (issued by a Iron Networks Support Engineer) is required before returning any defective unit. Clearly record your assigned RMA number on the outside of your return shipping container and place a completed RMA Return Instructions form inside of your shipping container. You may download the RMA return instructions from Iron Networks support site.

Can I re-locate my appliance to another country, if so will I be still entitled to the remainder of the hardware warranty and support contract?

If you relocate your Iron Networks product to another country, you can receive the destination country's standard Hardware Warranty as well as any remaining days of an active support contract for the product if Iron Networks markets or supports the product in that country. Hardware Warranty and support coverage may be limited or denied in situations where the local government restricts the sale or operation of the product or if the service is prohibited in the country.

Can I resell my appliance, if so will the buyer be entitled to the remainder of the hardware warranty and support contract?

If you transfer your Iron Networks product to another user, the remaining days of Hardware Warranty for the product are available to that user until the Hardware Warranty expires. With written consent by Iron Networks, if you transfer an active support contract for the product to another user, the remaining days of the active support contract for the product are available to that user until the support contract expires, you may be subjected to a transfer fee. You may not assign the support contract to another user without written consent from Iron Networks and any attempted assignment without Iron Networks's consent shall be null and void.

Do I lose the warranty coverage if I problem results from me using 3rd party products?

Iron Networksâ€™s Hardware Warranty does not apply to defects resulting from customer- or third-party-supplied software, interfacing or supplies, nor from improper use or operation outside the specifications for the product.

If you are experiencing an issue with a Iron Networks product, Iron Networks may request that you temporarily remove the customer or third-party software, interfacing or supplies to determine whether or not it is causing or contributing to the defect.

Do I lose the warranty coverage if I modify my Iron Networks product?

Yes, if the modification is not authorized by Iron Networks. As stated in the â€œExclusions and Limitationsâ€• paragraph of the Support Services Licensing Agreement, Iron Networks is not obligated to repair or replace a product that has been damaged due to unauthorized modification, maintenance or repair.

How I get support, if the damage is caused by lightning strike or similar event?

No. A lightning strike can cause damage by direct means or indirect means. For example, the product may be damaged due to a direct strike or it can be damaged due to transients from strikes elsewhere in your infrastructure traveling into the product through the power cord or over copper-based cabling connected to one or more interfaces on the product. Damage can result from high heat, acoustic shock waves, and arcing, high current and transient voltages among other things.

These lightning-induced causes involve environmental conditions that are outside of the published environmental specifications for the product and resulting defects are therefore excluded from coverage as stated in the â€œExclusions and Limitationsâ€• paragraph of the Support Services Licensing Agreement.

How I get support, if the damage is caused by electric power surge or similar event?

When a power surge or power outage occurs, or when power is restored after an outage, your Iron Networks product might be subjected to current and/or voltage that is outside of the published environmental specifications for the products. Because your Iron Networks Hardware Warranty does not apply to defects caused by the product being operated outside of published environmental specifications such as the voltage range, this kind of damage is excluded from coverage as stated in the â€œExclusions and Limitationsâ€• paragraph of the Support Services Licensing Agreement.

How I can get help for situations which are not directly related to hardware warranty claim?

Please visit Customer Support page to read frequently asked questions (FAQs), download the latest software and firmware updates, download the latest product manuals and view a variety of information in our Knowledge Portal.

If you have questions that you are unable to answer with this information, you can log into the Iron Networks Customer Support Portal using your support.ironnetworks.com account information and submit a Service Request online or you can contact Iron Networks by calling the phone number for your region listed on the Contact Support page. Online and phone assistance is for product-specific questions on product features, capabilities and specifications, and basic configuration and troubleshooting. If your product is covered under Warranty Support or by an active 8x5 or 24x7 support contracts, there is no charge by Iron Networks for using this service. Refer to the Support Services page for converge terms and hours of operation for telephone support.

Advanced topics including network design, consultation and configuration recommendations are not available through this online or phone service, however they are available through other services from Iron Networks or your local Iron Networks reseller. Please see the next question for additional information on services offered by Iron Networks.

How I can get information on additional services and consulting offered by Iron Networks?

For more information on support services for Iron Networks products, please visit the Support Services page. For information on consulting services for Iron Networks products, please visit the Professional Services page. You can also contact your local Iron Networks reseller who can provide information on Iron Networks services as well as their own services.

I want to arrange for some training on my products. Who should I contact?

You can direct any questions regarding training to training@ironnetworks.com, or call 1-877-895-nApp (Option 1). Visit our training page on the Iron Networks website here: http://www.ironnetworks.com/support/library.asp?tab=4

How do I renew my support contract?

Support renewals are administered by the reseller from which you purchased your Iron Networks products or through a Iron Networks sales representative if you purchased your product directly from Iron Networks. If you would like more information or need assistance regarding support contract renewals, please send email to email renewal@ironnetworks.com, or call 1-877-895-nApp (Option 1) and we will get back to you promptly.

How do I return a Iron Networks appliance after my evaluation has been completed?

A RMA number (issued by a Iron Networks Support Engineer) is required before returning any evaluation unit. Please fill out Evaluation Form in order to receive evaluation RMA numbers. Clearly record you're assigned RMA number on the outside of your return shipping container and place a completed RMA Return Instructions form inside of your shipping container, please insure the package. You may download the evaluation RMA return instructions from our support website.

Is Iron Networks WEEE Compliant?

Iron Networks is in the processes of setting up and administering a product recycling program per the WEEE Directive. If you reside in any European country and you intend on disposing of any Iron Networks products please contact the Director of Operations for instructions on proper disposal. Please call 408.945.5000 for more information