aruba
a Hewlett Packard Enterprise company

3333 SCOTT BLVD
SANTA CLARA, CA 95054

T: 1.408.227.4500
FAX: 1.408.227.4550

WWW.ARUBANETWORKS.COM

ARUBA WARRANTY AND SUPPORT SUMMARY

This document has been updated as of June 2020. For all previous warranty information

The Aruba TAC delivery of service under warranty provides troubleshooting assistance for product conformance only. To receive service from Aruba TAC for priority assistance, 24x7x365, troubleshooting and guidance with set up, configuration, interoperability or any additional advance technical troubleshooting, your product must have an active Foundation Care for Aruba support contract. For complete details on TAC service delivery between warranty and a support contract, please visit: https://www.arubanetworks.com/assets/support/warranty_vs_support_brochure.pdf. To get a quote for Foundation Care for Aruba please contact your local partner or your Aruba account manager. For details on Foundation Care for Aruba, visit: https://www.arubanetworks.com/support-services/overview/.

SWITCHES					
Products	**Warranty Duration[1]**	**Hardware Replacement[2]**	**Business Hours Technical Support[3]**	**24x7 Technical Support[3]** (After Dec. 1, 2018)	**Software OS Releases[4]**
Modular					
129xx, 125xx, 119xx	1 year	10 days	1 year	N/A	As long as owned[4]
105xx, 75xx	1 year	10 days	1 year	90 days	As long as owned[4]
83xx, 84xx (purchased prior to November 1st, 2019)	5 years	10 days	90 days	N/A	5 years[4]
62xx, 63xx, 64xx, 83xx, 84xx (purchased after November 1st, 2019)	Limited Lifetime[11]	NBD Ship	90 days	N/A	As long as owned[12]
82xxzl, 54xxzl/R, 42xxvl	Lifetime[5]	NBD Ship	As long as owned[5]	90 days	As long as owned[4]
Fixed-configuration					
79xx, 59xx/AF, 583x/AF, 582x/AF, 57xx	1 year	10 days	1 year	N/A	As long as owned[4]
580x/AF	Lifetime[5]	NBD Ship	As long as owned[5]	N/A	As long as owned[4]
55xx, 513x, 512x, 38xx, 36xx, 35xx/yl, 31xx, 29xx/al, 281x, 26xx, 25xx/G	Lifetime[5]	NBD Ship	As long as owned[5]	90 days	As long as owned[4]
Smart Managed					
Aruba Instant On 1930	Lifetime[10]	NBD Ship	90 days Phone support- Chat support entire warranty period[10]	90 days Phone support- Chat support entire warranty period[10]	As long as owned[4]

HPE Office Connect 195x, 192x, 191x, 18xx, 1620 (Purchased after October 1, 2017)	Lifetime[10]	NBD Ship	90 days Phone support- Chat support entire warranty period[10]	90 days Phone support- Chat support entire warranty period[10]	As long as owned[4]
Unmanaged					
1420, 1410	Lifetime[10]	NBD Ship	90 days	90 days	N/A
(Purchased after October 1, 2017)			Phone support- Chat support entire warranty period[10]	Phone support- Chat support entire warranty period[10]	
1405 (Purchased after October 1, 2017)	3 years[10]	NBD Ship	90 days Phone support- Chat support entire warranty period[10]	90 days Phone support- Chat support entire warranty period[10]	N/A
WIRELESS LAN					
Products	**Warranty Duration[1]**	**Hardware Replacement[2]**	**Business Hours Technical Support[3]**	**24x7 Technical Support[3]** (After Dec. 1, 2018)	**Software OS Releases[4]**
Access Devices					
Aruba Access Points running ArubaOS (controller-based networks)	Lifetime[7]	10 days[8]	90 days	N/A	90 days (bug fix only)
Aruba Access Points running Aruba Instant (controller-less networks)	Lifetime[7]	10 days[8]	90 days	N/A	Periodic updated image[9]
OfficeConnect 20 Access Point	3 years[10]	NBD Ship	90 days Phone support- Chat support entire warranty period[10]	90 days Phone support- Chat support entire warranty period[10]	As long as owned[4]
Aruba Instant On	1 year	10 days[8]	90 days Phone support- Chat support entire warranty period[10]	90 days Phone support- Chat support entire warranty period[10]	N/A
Controllers					
Aruba Mobility Controller/Gateways	1 year	10 days[8]	90 days	N/A	N/A
Aruba Hardware Mobility Master	1 year	10 days[8]	90 days	N/A	N/A
Aruba Mobility Access Switches	Lifetime[7]	NBD Ship	90 days	90 days	As long as owned[4]

Appliance					
AirWave Appliances, ClearPass Appliances, IntroSpect Appliances	1 year	10 days[8]	90 days	N/A	90 days (bug fix only)
BLE Beacons, Tags, Sensors & Accessories					
Aruba Beacons	90 days	10 days[8]	90 days	N/A	90 days (bug fix only)
User Experience Insight Sensors	1 year	10 days[8]	90 days	N/A	90 days (bug fix only)
Aruba Power Supplies, Antennas, Accessories	1 year	10 days[8]	90 days	N/A	N/A

ROUTERS

Products	Warranty Duration[1]	Hardware Replacement[2]	Business Hours Technical Support[3]	24x7 Technical Support[3] (After Dec. 1, 2018)	Software OS Releases[4]
Routers					
HSR68xx	1 year	10 days	1 year	N/A	As long as owned[4]
HSR66xx, 66xx, MSR4xxx, MSR3xxx	1 year	10 days	1 year	90 days	As long as owned[4]
MSR2xxx, MSR1xxx, MSR9xx	1 year	NBD Ship	1 year	90 days	As long as owned[4]
VSR Routers	90 days (media only)	N/A	90 days	N/A	All updates for purchased license[6]
Network Management					
Intelligent Management Center (support details at www.hpe.com/networking/IMCSupport)	90 days (media only)	N/A	90 days	N/A	90 days (bug fix only)
AirWave Software, ALE, ArubaCentral, ClearPass Software, Meridian Software, VIA, Visual RF, Aruba Virtual Mobility Master & Controllers	90 days (media only)	N/A	90 days	N/A	90 days (bug fix only)

ADDITIONAL NETWORKING PRODUCTS

Products	Warranty Duration[1]	Hardware Replacement[2]	Business Hours Technical Support[3]	24x7 Technical Support[3] (After Dec. 1, 2018)	Software OS Releases[4]
Transceivers					
Aruba Transceivers (for use with Aruba branded switches, and branded as Aruba	3 years	10 days	90 days	N/A	N/A

or HPE with X142 or X242) purchased on or after July 1st, 2020 (For transceivers purchased prior to July 1st, 2020, click here)					
Aruba Transceivers (Transceiver product numbers JWxxxx for Controllers and MAS Switches)	1 year	10 days[8]	90 days	N/A	N/A
Transceivers purchased prior to July 1, 2020: Aruba branded transceivers (except transceiver product numbers JWxxxx) and HPE branded with X244, X132, X131, X129, X122, X121, X119, X112, X111 in the description	Lifetime[5]	NBD Ship	As long as owned[5]	N/A	N/A
HPE branded with X2A0, X240, X190, X180, X170, X160, X150, X140, X135, X130, X125, X124, X120, X115, X114, X110 in the description also known as Comware transceivers)	1 year	30 days	1 year	N/A	N/A

NOTE: Warranty phone and electronic case technical support is provided during local HPE business hours for the entire warranty period for the purposes of initiating the RMA process.

1. Removable power supplies, modules and accessories such as antennas, fans, power cords, etc. may have different warranty coverage than the host device. See the HPE Networking Warranty Coverage Quick Reference at www.hpe.com/networking/warrantyquickref for more details.
2. Response time is based on commercially reasonable effort and subject to a daily shipment cutoff time. In some countries and regions and under certain supplier constraints, response time may vary. Contact your local HPE service organization for response time availability in your area. NBD Ship = Next Business Day shipment.
3. Warranty phone and electronic case technical support is provided during local HPE business hours for the entire warranty period for the purposes of diagnosing hardware or software defects. HPE will provide next business day email response for the purposes of diagnosing hardware or software defects during standard local business hours for the first 90 days after purchase. Many products purchased after December 1, 2015 include 90 days of 24x7 technical support as noted. See product's Limited Warranty Statement for additional coverage details. Extended coverage services are available.
4. Includes all generally available software/OS releases offered for the specific products listed, when and if available, for as long as the customer owns the product, except where noted. Some software releases may require additional or new hardware. Customers who desire specific feature updates, patches and fixes to be prioritized into future releases should purchase the appropriate support services from HPE.
5. For products purchased after December 1, 2014, the warranty extends only for as long as the original end user owns the product. Includes coverage of any built-in fans and power supplies for the entire warranty period. You may be required to provide proof of purchase or lease as a condition of receiving warranty service.
6. Includes all software updates offered for the licensed version, when and if available. Software upgrades will require purchase of appropriate SKU, packaged support services or contract.
7. For products purchased after December 1, 2015, the warranty extends only for as long as the original end user owns the product and is limited to five (5) years from the end of sale date.
8. For the first 30 days from shipment, HPE will provide same day ship advanced replacement for the covered hardware products. After thirty (30) days from shipment through the remaining warranty period, HPE will ship a replacement product for any non-compliant product within 10 days.
9. All generally available software releases can be downloaded during the first 90 days after purchase. After such 90 days, (i) only factory software releases will be accessible on the software portal; and (ii) all other software releases will require purchase of appropriate packaged support services or contract. The factory releases will also be available for Remote Access Points (RAPs) running Instant OS.
10. These products are covered by 90 days of 24x7 phone support. Thereafter, only chat support would be available for the remaining warranty period. Limited lifetime warranty (where applicable) extends only for as long as the original end user owns the product and is limited to five (5) years from the end of sale date. This warranty includes coverage of any built-in fans and power supplies for the entire warranty period. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. See www.hpe.com/OfficeConnect/support/ for more information on the new OfficeConnect support process. For Aruba Instant On warranty information, see https://www.arubainstanton.com/resources/
11. For products purchased after November 1st, 2019, the warranty extends only for as long as the original end user owns the product, up through five (5) years after the end of sale date. Includes coverage of any built-in fans and power supplies for the entire warranty period. You may be required to provide proof of purchase of lease as a condition of receiving warranty service. Select products may require registration of your product (serial number and contact information).

12. Includes all generally available software/OS releases offered for the specific products listed, when and if available, for as long as the customer owns the product, except where noted. Some software releases may require additional or new hardware. Customers who desire specific feature updates, patches and fixes to be prioritized into future releases should purchase the appropriate support services from HPE. Includes support of software updates for one (1) year after end of sale date and vulnerability fixes for three (3) years after end of sale.

The current version of this document and Aruba, a Hewlett Packard Enterprise company networking product warranty policy details are also available at https://www.arubanetworks.com/support-services/product-warranties/. Information on services for Aruba, a Hewlett Packard Enterprise company products can be found at www.arubanetworks.com/support-services . The information contained herein is subject to change without notice. Warranties for Aruba, a Hewlett Packard Enterprise company products and services are set forth in the express warranty statements accompanying such products and services. In addition, our goods come with guarantees that cannot be excluded under Australian and New Zealand consumer laws. Subject to the foregoing, nothing herein should be construed as constituting an additional warranty. Aruba, a Hewlett Packard Enterprise company shall not be liable for technical or editorial errors or omissions contained herein.