Avaya Networking Product Lifetime Warranty Summary

Lifetime Hardware Warranty Offer

Avaya offers a Lifetime Hardware warranty for select products in the Ethernet Routing Switch (ERS), Virtual Services Platform (VSP), and Wireless LAN (WLAN) 9100 series products (collectively, the "Product" or "Products") as defined in this document.   This warranty does not apply to VSP 8400 series or any other series not specifically mentioned. This Lifetime Hardware warranty applies for those Products that were shipped on or after July 1, 2009. The Lifetime Hardware warranty entitlements are defined for each product series in the table below:

Lifetime Software Warranty Offer

Avaya offers a Lifetime Software Warranty for select Ethernet Routing Switch (ERS) series products as defined in this document. Lifetime Software warranty provides access to software updates and bug fixes, if and when available, for the entitled platform(s) for software embedded within product that were purchased and shipped on or after July 1, 2015.   Software updates and bug fixes are intended to maintain compliance of the software with published specifications, release notes, and industry standards, and can be downloaded from the Avaya website at www.avaya.com/support.

Summary Lifetime Warranty entitlement by product series

Product	Hardware warranty (1)	Hardware warranty duration	Replacement entitlement	Technical support	Software updates (1)
ERS 2500	Lifetime	EoS + 5 yrs	NBD Shipment	Basic 8x5	90 days
ERS 3500, ERS 4500, ERS 5500, ERS 5600 (sold before 7/1/2015)	Lifetime	EoS + 5 yrs	NBD Shipment	Basic 8x5	90 days
ERS 3500, ERS 4500, ERS 5500, ERS 5600 (sold after 7/1/2015)	Lifetime	EoS + 5 yrs	NBD Shipment	Basic 8x5	Lifetime (EoS + 1 year)
ERS 5900	Lifetime	EoS + 5 yrs	NBD Shipment	Basic 8x5	Lifetime (EoS + 1 year)
VSP 4000	Lifetime	EoS + 5 yrs	NBD Shipment	Basic 8x5	90 days
VSP 7000	Lifetime	EoS + 5 yrs	NBD Shipment	Basic 8x5	90 days
VSP 8200	Lifetime	EoS + 5 yrs	NBD Shipment	Basic 8x5	90 days
WLAN 9011 AP (2 radio or less)	Lifetime	EoS + 3 yrs	RTF + 15 days	Basic 8x5	No
WLAN 9011 AP (>2 radios)	5 year	5 years from date of purchase	RTF + 15 days	Basic 8x5	No
WLAN 9100 (other)	Standard	12 months	RTF + 15 days	Basic 8x5	No

(1) The warranty extends only for as long as the original end user owns the product. You may be required to provide proof of purchase or lease as a condition of receiving warranty service.

What does 'Lifetime*' mean?

'Lifetime* Hardware warranty' means the period of time during the product lifecycle when Products are generally available for sale plus additional years after the "End of Sales" date has been declared by Avaya as defined above.

‘Lifetime* Software updates’ means the period of time during the product lifecycle when Products are generally available for sale plus one (1) year after the ‘End of Sales’ date has been declared by Avaya.

What does 'Next-Business-Day (NBD)' mean?

If an eligible Product fails and requires a hardware replacement, Avaya will take all commercially reasonable measures to ship a replacement unit before the end of the next business day (NBD) to global destinations. Actual delivery will depend on regional courier capabilities. Assuming the business week is Monday to Friday, then the NBD for a "Monday" service request is Tuesday, and the NBD for a "Friday" service request is Monday. Local holidays are excluded.

What does 'Return to Factory (RTF)' mean?

If an eligible Product fails and requires a hardware replacement, Avaya will take all commercially reasonable measures to ship a replacement unit the next business day after Avaya's receipt of the non-compliant Product via Avaya's RMA procedure, with receipt by customer within ten (15) days on a commercially reasonable basis. Actual delivery will depend on regional courier capabilities. Assuming the business week is Monday to Friday, then the next business day for a "Monday" service request is Tuesday, and the next business day for a "Friday" service request is Monday. Local holidays are excluded.

What is a 'Sold To' registration?

A 'Sold To' (or FL# for non-US locations) registration is a customer information record in Avaya's customer database which identifies customer name, location, installed equipment, and other information related to customer installation. It is generally represented by a 10-digit 'Sold To'/FL# number. A 'Sold To'/ FL# registration is established on behalf of the customer by either the Avaya-authorized Business Partner or by the Avaya account manager. It is strongly recommended that customers ensure their equipment is associated with a 'Sold To' (or FL#) number at time of installation to ensure timely access to Avaya support and entitlement services.

What if I don't have a 'Sold To' registration?

Customers who don't have a 'Sold To'/FL# registration and number should first contact their Business Partner or Avaya account manager to create the required 'Sold To'/FL# registration for use during the initial and any follow-on support calls.

For customers without access to an Avaya business partner or account manager, please follow the steps defined later in this document under "How do I contact Avaya Technical Support".

What does 'Advanced Replacement' mean?

In the context of the hardware portion of this warranty, the Advanced Replacement unit means that Avaya will ship a replacement Product in advance of receiving the failed unit back. This provides a significant value in that there is no required wait time for Avaya to first receive the failed unit before shipping a replacement. There is a 30 calendar day window, starting from the Delivery Date from Avaya, to return the RMA unit to Avaya or you will be billed for a new unit at the applicable list price. A restocking fee of 15% of the applicable list price may also be billed for units returned after 30 days. It is recommended that swap out of the defective unit with the Advanced Replacement unit occur as soon as possible to avoid any fees.

When does the Lifetime Warranty apply?

The Lifetime Hardware Warranty applies to eligible Products that were shipped by Avaya or Nortel Enterprise Solutions on or after July 1, 2009. This includes Products that were purchased directly by End Users (Avaya direct sales) or via Channel Partners (Avaya indirect sales).

The Lifetime Software Warranty applies to all ERS 5900 products regardless of shipment date, and to other specific eligible Products that were shipped by Avaya on or after July 1, 2015. For eligible products other than ERS 5900 that were shipped prior to July 1, 2015, Avaya offers a number of additional Support Services (described below) which provide entitlement to software updates along with a number of enhanced hardware replacement options.

Is the Lifetime Warranty available worldwide?

Yes, the Lifetime Warranty is offered for our customers worldwide, covering: North America; Europe, the Middle East, & Africa; Asia Pacific; Greater China; and Caribbean and Latin America. The Technical Support service is available during normal business hours of operation (8am to 5pm local time, Monday through Friday, excluding local holidays).

Is the Lifetime Warranty transferable if Products are re-sold by the original End User?

The Lifetime Warranty is only available to the original purchasing End User and it is not transferable to a subsequent purchaser or third party. Proof of purchase, in the form of an invoice, may be required when claiming warranty support if Serial Number does not match the End-user.

Does the Lifetime Warranty offer apply to purchases prior to July 1, 2009 for Hardware or July 1, 2015 for Software?

The Lifetime* Hardware warranty offer is only available for shipments to end users of the stated Products on or after July 1, 2009. The Lifetime* Software warranty offer is valid for all shipments of ERS 5900, and is only available for shipments to end users of the other stated Products on or after July 1, 2015. For shipments prior to this date there is no retroactive entitlement to the respective Lifetime Hardware and Software Warranty and Basic Technical Support. The original warranty and entitlements will remain in force for older purchases.

At what point does Lifetime Warranty coverage start?

The Lifetime Warranty coverage commences on the Delivery Date of the Product. Delivery Date means the date the Product is transferred from Avaya to an authorized Transportation Services Carrier providing transit to either an End-User or Channel Partner. Delivery Date is absolute regardless of whether the Product is shipped directly to an End User or to a Channel Partner prior to receipt by an End User.

What is an 'RMA'?

An 'RMA' is a Return Materials Authorization. It is the formal process of requesting authorization from Avaya for you to return a piece of hardware for repair or replacement. You must follow the RMA process as defined for your respective region. Certain RMAs may require Avaya Technical Support validation in advance of issuing an RMA number. For more information contact your regional Avaya representative.

How are shipping costs handled for an RMA?

Avaya will pay for shipping costs of the advanced replacement unit, from Avaya's warehouse to the address provided in the RMA ticket, and for the costs of shipping the defective unit back to Avaya's warehouse.

What hardware components are covered under the Lifetime Hardware warranty support?

The Lifetime Warranty provides complete coverage for the base unit, including power supplies (Internal, Modular and Hot Swap Plug-in) and fans within the unit. Any additional parts (i.e. pluggable transceivers: SFP, XFP, SFP+) have a standard Avaya warranty. Cables and power cords have a three month warranty. The warranties do not extend to normal wear due to Product use, including consumables.

What items should be returned with the defective unit?

If the base unit is defective all modular parts and cables should be removed from the unit (SFP, XFP, SFP+, DC-DC Power Supplies, etc.) before returning the base unit back to Avaya.

If a modular part within the stackable switch fails (e.g., DC-DC Power Supply, AC or DC Hot-Swap Plug-in PSUs), the specific unit's part number should be referenced in the ticket request and only that unit should be returned back to Avaya. Additional components such as optional redundant power supplies and SFPs should be removed prior to returning the unit to Avaya. (Note: Please be specific on the Part Number/PEC Code to ensure correct field replacement units.)

Optical and Copper modules (SFP, XFP and SFP+) all have a standard product warranty. If these pluggable items should fail during the standard warranty period they also can be replaced through the RMA process.

You will need to transfer all Modular and Pluggable devices from the old unit to the new unit.

How do I contact the Avaya Technical Support?

Before contacting Avaya for technical support you will need to know the serial number of the equipment to confirm warranty coverage. Channel Partners and Customers will need their 'Sold To'/FL# (or Ship To) account ID (or number). You may also need an invoice covering the Product in question. If the Product is under a maintenance agreement, contact Avaya using your 'Sold To'/FL# account ID, as you would for any other issue.

For equipment without an active maintenance agreement or customers without a known 'Sold To'/FL# number, support can be obtained by following the steps below:

The fastest way to open a support ticket is via the Avaya Support web site at http://support.avaya.com.

There are two scenarios:

1) You do not have a Single Sign-on (SSO) login to Avaya Support via one or more Sold To numbers:

   In this case, please register as a "No Relationship" user on the support site by choosing "Register Now" at the top of the page, or going directly to this link: https://sso.avaya.com/cxp/portal/SelfRegistration.portal. In the 'My Relationship with Avaya' window, select 'No Relationship'.

   Your login ID will be approved immediately, and you can then open a Service Request by logging onto the support website and choosing the "Service Requests" tab.

2) You have an SSO login to Avaya Support, but your LTW equipment is not associated with one of your 'Sold To'/FL# numbers:

   Log onto the support website and choose the "Service Requests" tab, followed by "Create New Service Request". From your 'Sold To'/FL# list, choose "Sold-to (or FL#) not listed"

   Note that if a customer SSO login is associated with a number of Soldto numbers, you may not see the "Sold-to (or FL#) not listed" option. In the window "Find your Sold to", type "00". The list should auto-populate with Soldto numbers associated with the SSO. At the bottom, the "Sold-to (or FL#) not listed" option will appear for selection.

In both cases, the following 'Create a Service Request' form will appear. Please indicate in the Problem Description that "This service request is for hardware replacement of equipment covered by Avaya Lifetime Warranty"; include the unit model number, serial number, and physical location; and provide a short description of the issue.

Two items to note: These Service Requests do not route outside of local business hours, and they are not visible via the web.

Customers using the 'No Relationship' or 'Sold-to not listed' processes may receive a call from an Avaya agent within 24 hours to validate or provide additional information necessary to open an RMA ticket for LTW hardware replacement.

Create a Service Request

By completing and submitting this request to open a service request you are indicating that you wish to engage Avaya's technical support for a non-Critical issue (use the Total Service Outage to report critical issues)

☐ I understand and accept Avaya Service Request Form Terms of Use

To initiate a Service Request please complete the *required fields, and an agent will contact you.

Contact Name	NR Avaya
Phone Number	9995551111
Email Address	nr.avaya@gmail.com
Sold To (if known)	Enter sold to (e.g. 0051111111)
Product Name*	Enter product name or partial product number
Business Impact*	Choose an Impact ▼
Problem Description*	

SUBMIT CANCEL

If you are unable to open a support ticket through the Avaya Support web site, please follow the steps below:

- On http://support.avaya.com, under "Help & Policies" select "Contact Avaya Support" on the main page, in the bottom navigation area.
    - Select the country where maintenance support is required and call your selected phone number based on country, language and segmentation.
    - Where available choose the phone number for **Customer Maintenance**.
    - For United States, call 1-800-242-2121.
- During your phone call follow the prompts to create a new Service Request.
- If prompted for Customer or Partner, select **CUSTOMER.**
- Follow prompt to create a new Service Request.
- Enter 'Sold To'/FL# number. If no 'Sold To'/FL# number exists, follow the appropriate prompts to indicate no 'Sold To'/FL# number
- Assuming no 'Sold To'/FL#, you will be prompted for main telephone number. The system will search to determine if a 'Sold To'/FL# number exists for that location. If the number is not found, you will be prompted for another number. If the second search is unsuccessful, additional prompts will be offered to guide user to appropriate service for no 'Sold To'/FL# number.

- Follow prompts for "Former Nortel products" and "Hardware".
- When speaking with an agent, request Warranty hardware replacement against the Data Product Lifetime Warranty.
- The Agent will ask you for the unit serial number to confirm warranty entitlement and may ask for an invoice as proof of purchase.
- Once your entitlement has been confirmed a ticket for a hardware repair and return will be created and you will be provided the ticket number and/or RMA number.

What is included in Basic Technical Support?

This service, which equates to Avaya's first point of contact into Technical Support, covers:
- Diagnosing basic hardware & software issues through on-board diagnostics
- Known issue documentation provided via Avaya knowledge management (product bulletins, etc.)
- Emergency recovery service (system restoration)

Services not regarded as Basic Technical Support include interoperability troubleshooting, lab reproduction of issues, root cause analysis (RCA), installation support, capacity and engineering analysis. These are available to End Users who purchase an optional Avaya Service Contract.

What additional Support Services can be combined with Lifetime Warranty?

Avaya Offers additional Annual Maintenance and Support services which can be purchased in addition to the Lifetime Warranty to provide additional coverage.

End-users and Channel Partners can combine the Lifetime Warranty coverage with enhanced Avaya Technical Support Services. End-users and Channel Partners can complement their Lifetime warranty Next Business Day parts shipment by purchasing an Avaya Service contract for Managed Spares with or without Onsite Support that provides Next Business Day, Same Day or 4 Hour Delivery. A summary of Lifetime Warranty coverage compared to additional Avaya Support offers is below.

	Entitlement with Lifetime Warranty	With Additional Support Offer
Remote Technical Support	1st 90 days: (Full Support) Day 91 – Lifetime: (Basic)	Full support for life of the support contract
Software Updates	Lifetime updates (selected products sold after 7/1/2015)	All products for life of support contract
RMA Replacement	Next Business Day Shipment	Next Business Day Delivery, Same day Delivery, or 4-Hour Delivery
RMA Return	30 days	30 days

Enhanced Technical Support coverage service codes include the following: (Where xxx represents various code suffixes. Consult the Product Catalog for details.)

GX6100xxx (Retail) – Purchased through the Channel Partner, End-user receives direct Support from Avaya (available in US only)

Gx6300xxx (Wholesale) – Purchased through the Channel Partner, End-user receives direct Support from Avaya

Gx4300xxx (Co-delivery) – Purchased by the Channel Partner, Channel Partner provides Support to End-User with Avaya as back-up to Channel Partner

Gx5300xxx (Direct) – Purchased by the End-user, End-user receives direct Support from Avaya

End-users and Channel Partners wanting to ensure they stay current with the latest operational software updates / upgrades for products which are not covered by Lifetime* Software warranty can purchase an annual Software Release Subscription (SRS) Basic support service. This service provides access to major, minor, patch and new release software updates over the term of the agreement.

Software Release Subscription service codes include the following: (Where xxx represents various code suffixes. Consult the Product Catalog for details.)

GW6100xxx (Retail) – Purchased through the Channel Partner, End-user receives direct Support from Avaya (available in US only)

GW6300xxx (Wholesale) – Purchased thru the Channel, End-user receives direct Support from Avaya

GW5300xxx (Direct) – Purchased by the End-user, End-user receives direct Support from Avaya

A list of the Support Services ordering codes is included in the Services Price Book on the Global Pricing Catalogue (GPPC). This information is available to Channel Partners.

Are Lifetime Warranty/Technical Support and SRS Basic linked? Is it mandatory to have these together?

No. The Lifetime Hardware Warranty with Next Business Day replacement shipment, the Lifetime Software warranty for eligible products, the 90-day Software Warranty and the Lifetime Basic Technical Support are complimentary with the purchase of the Product. SRS Basic is an optional and very cost effective annual support contract that provides access to software updates and upgrades for the term of the agreement. There is no direct linkage between Lifetime Warranty Support and SRS Basic; End Users can either chose to buy SRS or not, or to have a higher level of support by purchasing one of the traditional Support Service Contract options.

How can I access Software Updates?

Self-service access to software updates is provided for the first 90 days or by Lifetime Software warranty for eligible products, i.e. corrective content for software defects, if and when available. This is for End-users and Channel Partners who have an active Avaya Single Sign-on (SSO) Login (available and managed through the Customer Experience Portal) and have warranty and/or support agreement entitlements for the Products stated in this document.

- The software updates are located on Avaya's support website (http://support.avaya.com).
- Select "Products" from the top navigation area, and then enter the product name or use the "A-Z" list to navigate to the product page of interest.
- Once you are at the product page select "View Downloads and Documents" to navigate to the software download pages.
- The drop down filter on this page allows navigation of the software releases where you will find all released maintenance code for each code stream.

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For former Nortel Customers:

What is a 'Sold To' number?

A "Sold To" (or Functional Location # (FL#) for non-US customers) is an Avaya account number for a specific customer location. A 'Sold To'/FL# number is similar to the Nortel SiteID which was a Nortel unique identification number generated and provided by Nortel to End-Users. For Heritage Nortel customers, a tool that translates

your Nortel Site ID into an Avaya 'Sold To'/FL# number is available at
https://support.avaya.com/helpcenter/getGenericDetails?detailId=C2010811142834122016 .

How do I use my 'Sold To' Number?
If your Avaya Login is registered with your 'Sold To'/FL# account number, you have access to the Avaya Support Web site and/or other protected sites for Documentation, Software and creating Service Requests. For example, when you create a Service Request on the web, you will need to provide an address, contact information, etc. This information is stored against your 'Sold To'/FL# account number.

For web ticketing use the following procedure:

- http://support.avaya.com
- Select "Service Requests" on the main page, in the top navigation area.
- Select "Create New Service Request" and enter the information requested in the online form.

For remote support use the following procedure:

- http://support.avaya.com
- Under "Help & Policies" select "Contact Avaya Support" on the main page, in the bottom navigation area.
- Select your country.
- Use the phone number(s) listed.

For more information please contact the Avaya representative in your region.

Historic Lifetime & Limited Lifetime Warranty Offers and EOS products
Avaya will also provide hardware warranty service for the historic NES data product warranties associated with End of Sale products as noted in the table below. Stackable ERS, ES and BPS series products purchased before July 1, 2009 are entitled to the Historic NES Hardware Lifetime Warranty, while the BES series products are entitled to a Limited Lifetime Warranty as described below.

End of Sale Products (EoS)	Warranty Coverage	NES Manufacture Discontinue Date (or Avaya EoS Date*)	Lifetime/Limited Lifetime Hardware Warranty End Date
Business Ethernet Switch 50	NES/SMB Limited Lifetime Warranty	31-Oct-2010*	31-Oct-2013
Business Ethernet Switch 100	NES/SMB Limited Lifetime Warranty	01-Jan-2010	01-Jan-2013

Business Ethernet Switch 200	NES/SMB Limited Lifetime Warranty	30-Sep-2009	30-Sep-2012
Business Ethernet Switch 1000	NES/SMB Limited Lifetime Warranty	01-Feb-2010	01-Feb-2013
Business Policy Switch 2000 (DC model & MDAs)	Historic NES Hardware Lifetime warranty	01-Oct-2008	01-Oct-2013
Business Policy Switch 2000 (AC model)	Historic NES Hardware Lifetime warranty	01-Mar-2006	01-Mar-2011
Ethernet Routing Switch 3510-24T	Historic NES Hardware Lifetime warranty	30-Sep-2009	30-Sep-2014
Ethernet Switch 325	Historic NES Hardware Lifetime warranty	01-Apr-2009	01-Apr-2014
Ethernet Switch 425	Historic NES Hardware Lifetime warranty	01-Jul-2010*	01-Jul-2015
Ethernet Switch 450	Historic NES Hardware Lifetime warranty	01-Mar-2007	01-Mar-2012
Ethernet Switch 460 (24-T-PWR)	Historic NES Hardware Lifetime warranty	01-Mar-2007	01-Mar-2012
Ethernet Switch 470	Historic NES Hardware Lifetime warranty	31-Oct-2010*	31-Oct-2015
ERS 2500 series	Avaya Lifetime hw warranty 2009	31-Mar-2014	31-Mar-2019
ERS 4524GT, 4526T-PWR, 4526GT-PWR, and all TAA versions of ERS4500	Avaya Lifetime hw warranty 2009;sw warranty July 2015	9-Mar-2015	9-Mar-2020
ERS 5510, all TAA versions of ERS5500 and ERS5600-DC	Avaya Lifetime hw warranty 2009;sw warranty July 2015	9-Mar-2015	9-Mar-2020

The following definitions apply to these warranties:

Historic NES Hardware Lifetime Warranty
- Duration is for 5 years after the Manufacture Discontinue (MD) Date.

- Advanced hardware exchange with shipment on next-business-day during the first year of the original hardware warranty.
- After the first year of warranty, support on a return-to-factory repair basis will apply, with a ten (10) business day* turnaround from the date on which the defective product is received by Avaya to the date a repaired/replacement product is shipped from Avaya.

NES/SMB Limited Lifetime Warranty
- Fan and Power Supply Unit support for 5 years from the original date of Customer purchase.
- Hardware repair and return support is for 3 years after the Manufacture Discontinue (MD) Date.
- Software updates are available for 90 days from the original date of Customer purchase.
- After the first year of warranty, support will be provided on a return-to-factory repair basis, with a ten (10) business day* turnaround from the date on which the defective product is received by Avaya to the date a repaired/replacement product is shipped from Avaya.

*Avaya will use commercially reasonable efforts to provide this repair/replacement turnaround time.

Additional Information

Contact information for Avaya Global Support Services and Warranty can be found at the following website:

http://support.avaya.com

For an introduction to this support site refer to information under "Help and Policies" in the bottom navigation section.

For Maintenance and Warranty Information, for both standard and lifetime warranty, refer to information under "Policies and Legal" in the bottom navigation section of http://support.avaya.com, or refer to the following link:

https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010

For Avaya Access information refer to the following link:

http://support.avaya.com/css/appmanager/public/support?_nfpb=true&_pageLabel=WNContent_Public&contentid=C20094241501895038

For additional information contact your Avaya representative.