

HPE Networking Instant On Access Points 2-year warranty

1. What is the warranty for HPE Networking Instant On Access Points?

Effective June 15, 2021, all Instant On Access Points will come with a 2-year warranty.

2. Does this impact the price?

There is no price impact. With a 2-year warranty, you are getting longer support coverage at the same price, adding more value to your investment.

3. What if I require longer support?

Please purchase a Foundation Care contract for your APs.

4. Which products are covered under this new warranty?

All Instant On access points come with a 2-year warranty.

5. How do I register my access point to be eligible for 2-year warranty?

No additional process is needed to be eligible for the 2-year warranty. The warranty start date of an Instant On access point is the “power-on date” or the date by which the users register their Instant On access points into the the Instant On mobile app/web portal. If the access point is turned on and checks-in on or after June 15, 2021, regardless of when it was sold, it automatically becomes eligible for 2-year warranty.

6. Is the 2-year warranty available worldwide?

Yes, the 2-year warranty is available wherever Instant On access points are sold.

7. Does this warranty apply to access points sold prior to June 15, 2021?

The “power-on date” or the date of first check-in into the Instant On mobile app/web portal is what matters. Even an access point that was purchased several months earlier but never connected to the

Instant On portal is eligible for the 2-year warranty, if it connects to the portal for the first time on or after June 15, 2021.

If an access point has already connected to the Instant On mobile app/web portal before June 15, 2021, a 1-year warranty will be applied.

8. What's included in a 2-year warranty?

The Instant On 2-year warranty comes with 24x7 phone support for the first 90 days and chat support for the entire warranty period. Parts replacement: Next Business Day (NBD) Arrival, within 30 days (from warranty start date) after which parts will be replaced within 10 days for 23 months.

9. If I purchase Foundation Care within 90 days of purchase of my access point, will I be eligible for a warranty of 2 years + 3 years?

No, you will get 3 years Foundation Care from the time of purchase. The additional benefits provided by Foundation Care are 24x7 phone support for 3 years, priority software updates and Next Business Day arrival of hardware.

10. For partners: what happens to my on-hand stock of Instant On?

There is no impact to your access points in stock. The “power-on date” or the date of first check-in into the Instant On mobile app/web portal is what matters. Even an access point that was purchased several months earlier but never connected to the Instant On portal is eligible for the 2-year warranty, if it connects to the portal for the first time on or after June 15, 2021. If an access point has already connected to the Instant On mobile app/web portal before June 15, 2021, 1-year warranty will be applied to it.