

# HPE Networking Instant On warranty and support services

**If I purchased Instant On from an authorized HPE partner, am I eligible for a warranty?**

Yes. For complete warranty details, please see <https://www.hpe.com/us/en/networking/hpe-aruba-networking-support-services.html>.

**Is the warranty transferrable?**

No. The HPE Networking Instant On warranty is available only to the original end user who purchased Instant On through an authorized HPE Networking Instant On distribution channel.

**What is the warranty period?**

Instant On access points come with a 2-year warranty. Instant On switches come with a limited lifetime warranty, and Instant On transceivers and Direct Attach Cables (DACs) come with a 3-year warranty.

**How can I extend the warranty and support period?**

Instant On allows you to purchase Foundation Care for Instant On ("Foundation Care") support services. Foundation Care services upgrade your warranty, and provide you with additional support features such as Next Business Day (NBD) hardware exchange and

24x7 telephone access to HPE Networking Instant On technical support experts. You can read more about Foundation Care support services for Instant On in the Service Brief.

**What is the duration of Foundation Care coverage?**

Foundation Care is available for 3 or 5 years and can be purchased on all devices. Pricing varies by model, so please reach out to your HPE partner for more information. 3 or 5-year Foundation Care for Instant On switches covers installed, official Instant On transceivers and other accessories.

**What is the difference between the product warranty and Foundation Care?**

The table on the next page compares the features of standard warranty vs. Foundation Care for Instant On access points and switches..

**Can I add Foundation Care for Instant On at any time?**

Please reach out to your HPE Partner if you need Foundation Care for Instant On hardware purchased outside of the 90 day window.



	Access points		Switches	
	Standard warranty	Foundation Care	Standard warranty	Foundation Care
<b>Duration</b>	2 years <sup>1</sup>	3 or 5 years (Go to Support Services Central to locate Foundation Care SKUs)	Limited Lifetime (5 years after End of Sale)	3 or 5 years (Go to Support Services Central to locate Foundation Care SKUs)
<b>Parts replacement</b>	Next Business Day (NBD) Arrival within 30 days (from warranty start date <sup>2</sup> ); after which parts will be replaced within 10 days for 23 months	Next Business Day Exchange	Next Business Day Ship (no committed arrival)	Next Business Day Exchange
<b>24x7 telephone support</b>	90 days (from warranty start date <sup>2</sup> )	Yes, for 3 or 5 years	90 days (from warranty start date <sup>2</sup> )	Yes, for 3 or 5 years
<b>24x7 chat support</b>	2 years <sup>1</sup>	Yes, for 3 or 5 years	Lifetime	Yes, for 3 or 5 years
<b>Software updates are generally available*</b>	Yes	Priority-based patch/maintenance releases to remediate critical issues in addition to all generally available software/OS releases	Lifetime — OS Releases	Priority-based patch/maintenance releases to remediate critical issues in addition to all generally available software/OS releases

<sup>1</sup>For APs with "power-on date" on or after June 15, 2021 the warranty is 2 years, otherwise the warranty is 1 year.

<sup>2</sup>Warranty start date of an HPE Networking Instant On Access Point and Switch is the "power-on date" if the device is managed by the Instant On mobile app/web portal, otherwise it is purchase date.

\*\*Japanese customers have localized phone support weekdays 09:00 - 17:00. Outside of these hours phone support will be in English.