



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) product lines (collectively, the “Product” or “Products”) as defined in this document. This warranty does not apply to VSP 8400 Series or any other product line 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 line in the table below.

Lifetime Software Warranty Offer

Avaya offers a Lifetime Software Warranty for select Ethernet Routing Switch (ERS) product lines 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 Line¹

Product	Hardware Warranty ²	Warranty Duration	Replacement Entitlement	Technical Support ³	Software Updates ²
ERS 2500	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days
<i>Sold before 1 July 2015</i> ERS 3500, ERS 4500, ERS 4800, ERS 5500, ERS 5600	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days
<i>Sold after 1 July 2015</i> ERS 3500, ERS 4500, ERS 4800, ERS 5500, ERS 5600	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	Lifetime (EoS+1 Year)
ERS 3600, ERS 4900, ERS 5900	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	Lifetime (EoS+1 Year)
VSP 4000	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days
VSP 7024	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days
VSP 7200	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days
VSP 8200	Lifetime	EoS + 5 Years	NBD Shipment	Basic 8x5	90 Days
WLAN 9110 AP (2 Radio or less)	Lifetime	EoS + 3 Years	RTF + 15 Days	No	No
WLAN 9110 AP (>2 Radios)	5 Years	5 Years from Date of Purchase	RTF + 15 Days	No	No
WLAN 9100 (Other)	Standard	12 Months	RTF + 15 Days	No	No



¹ The information contained in this document is subject to change without notice. Updated information can be found at www.avaya.com/support.

² 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.

³ Avaya Lifetime Hardware Warranty includes access to technical support during local business hours, 8 hours per day, 5 days per week, for the first ninety (90) calendar days from the date of purchase of the Avaya product. After ninety (90) days, Basic 8x5 Support provides remote technical support during local business hours for the warranty period for the purposes of diagnosing hardware defects prior to issuing a replacement system. Avaya or Avaya Business Partner will ship a replacement unit if the qualified Avaya Product you purchased is diagnosed as defective.

What does Lifetime* mean?

“Lifetime* Hardware Warranty” means the period 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 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.

For WLAN 9100 products, Return to Factory means returning to Avaya’s designated location which varies by Region. The location will be indicated on the RMA.

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 3600, ERS 4900, and 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 that were shipped prior to July 1, 2015, Avaya offers additional Support Services (described below) which provide entitlement to software updates along with 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).

In countries or regions where this Limited Warranty may be enforced but where advance unit replacement or Next Business Day Shipment warranty service is not available, Avaya will, in its sole discretion, substitute another type of warranty service.

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.

Does the warranty cover damage caused by lightning strikes, acts of nature, or other external causes?

No. Damage caused by lightning-induced electrical stress, acts of nature (flood, fire, etc.), or other external causes (physical damage, contamination, etc.) are external causes involving environmental conditions that are outside of the usage parameters and operating conditions of the product, and resulting damage or defects are



therefore excluded from coverage. You should contact your insurance carrier to see if damage caused by these external events is covered under your insurance policy.

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.

Taxes and duties may apply and are the responsibility of the recipient of the replacement part. The entity that holds the title to the goods is responsible for all importation fees and licenses. Avaya cannot be the importer of record.

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 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 unit back to Avaya.

If a modular part within the fixed-format 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 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 replacement unit.

Is the replacement identical to the original product?

Avaya will replace the failed unit with either a new or previously used product which is equivalent to new in performance and reliability. Avaya may replace the failed unit with a product which is, in Avaya's sole opinion, equivalent to an original product that has been discontinued or is otherwise not available.

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 several Sold To 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 Sold To 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 name

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 problems to determine if the hardware is defective and needs replacement.
- Known issue documentation provided via Avaya knowledge management (product bulletins, etc.)

Services not regarded as Basic Technical Support include reviewing software configurations, identifying and isolating software issues, interoperability troubleshooting, lab reproduction of issues, root cause analysis (RCA), installation support, capacity and engineering analysis, and Emergency recovery service (system restoration). 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	1 st 90 Days: Full Support 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 the Support Contract
Lifecycle notices and bulletins	None	Alerts regarding lifecycle changes and bulletins when posted
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

End-users and Channel Partners can combine the Lifetime Warranty coverage with enhanced SA Preferred for Fabric Networking. Support includes remote SA preferred Support, Advanced parts replacement options - Next Business Day Parts, 4-Hour Parts, and onsite options Same Business Day and 4-hour.

EXAMPLE SUPPORT ADVANTAGE PREFERRED FOR FABRIC NETWORKING Support Codes and Descriptions

SERVICES description example:
 • Product Description: Virtual Services Platform 8200
 • Product Code: EC8200001-E6

	Service Code	Option	Short Description
SA Preferred	295668	Preferred 1 Year Prepay	SA PREFER FB NT VSP 8200 1YPP
SA Preferred with Parts	295674	Preferred + APR NBD 1 Year Prepay	SA PREFER PRT NBD FB NT VSP 8200 1YPP
SA Preferred with Parts	295680	Preferred + APR 24x7 1 Year Prepay	SA PREFER PRT 24X7 FB NT VSP 8200 1YPP
SA Preferred with Onsite Parts	295686	Preferred + Onsite 8x5 1 Year Prepay	SA PREFER ONS 8X5 FB NT VSP 8200 1YPP
SA Preferred with Onsite Parts	295692	Preferred + Onsite 24x7 1 Year Prepay	SA PREFER ONS 24X7 FB NT VSP 8200 1YPP

Single code for SA option and entitlements including operating system updates and upgrades, Advance Parts Replacement & Onsite Support. Co-delivery codes are as per the above, but ending with a "J". SA Preferred code for Co-delivery in above example is 295668J. Support can be purchased as below

- Retail – Purchased through the Channel Partner, End-User receives direct Support from Avaya (available in US only)
- Wholesale – Purchased thru the Channel, End-User receives direct Support from Avaya
- Direct – Purchased by the End-User, End-User receives direct Support from Avaya
- Co-delivery – Purchased by the Channel Partner, Channel Partner provides Support to End-User with Avaya as back-up to Channel Partner

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.

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 Site ID 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 Hardware Warranty 2009	31-Mar-2014	31-Mar-2019
ERS 4524GT, 4526T-PWR, 4526GT-PWR, and all TAA versions of ERS4500	Avaya Lifetime Hardware Warranty 2009; Software Warranty July 2015	9-Mar-2015	9-Mar-2020
ERS 5510, all TAA versions of ERS5500 and ERS5600-DC	Avaya Lifetime Hardware Warranty 2009; Software 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

The information contained herein is subject to change without notice. Updated information can be found at <http://support.avaya.com>.

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.

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.