

# Technical Support Programs



## DESCRIPTION OF TECHNICAL SUPPORT PROGRAMS

Under the terms of each of Ruckus' Technical Support Programs, Ruckus' worldwide team of Technical Support Engineers and administrative support personnel will assist our customers with software and hardware problem resolution. Here are the key elements Ruckus' Technical support Programs:

- Phone, email or chat support by Ruckus Technical Support Engineers
- Self-support via the Ruckus Support Web (including online case management, community forums, and an extensive knowledge base)
- Software updates
- Hardware Repair/Replacement

### Support by Ruckus Technical Support Engineers

Technical support from a Ruckus Technical Support Engineer is available via our web portal, chat, phone or e-mail. Support is provided to customers who purchase any of the following: WatchDog Premium (801) or End User Premium Support (904). See <http://support.ruckuswireless.com/contact-us> for contact options. Check the Support Purchase Acknowledge email which you will receive after Ruckus has processed your Support purchase.

### Self-support via the Ruckus Support Web

The Ruckus Support Web is <http://support.ruckuswireless.com>. This site contains a comprehensive set of information including an extensive knowledge base, product manuals, technical documents, software updates, and software upgrades. Some of this information is publicly available but some of the content is available only to registered users. Users can self-register for a web account using the link provided on your Support Purchase Acknowledgement (SPA) letter (please see article <https://support.ruckuswireless.com/answers/000001330> for more details).

### Software Updates

Bug Fixes and Maintenance releases, and accompanying documentation are available via the Ruckus Support Web and/or Ruckus FTP Servers. Software Updates are not the same as the Software Upgrades. See Appendix B for the description of the Software Upgrades.

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For software updates on APs along with knowledge base instructions, please go to:

<https://support.ruckuswireless.com/answers/000001340>.

## HARDWARE REPAIR/REPLACEMENT

### Advance Replacement/ Return To Factory (RTF) service

All returns must be authorized and assigned Return Materials Authorization (RMA) numbers in advance by a Ruckus Technical Support Engineer. To begin the RMA process, contact Ruckus Technical support via web portal, chat, phone or e-mail. Be prepared to provide serial number(s) and a description of the problem. See <http://c541678.r78.cf2.rackcdn.com/support/ruckus-warranty-faqs.pdf> for full details.

### Advance replacement for Premium Support

Hardware field replaceable units (FRUs) covered by WatchDog Premium Support or Premium Support are shipped in advance of the returned unit in the event of a hardware failure.

Premium Support (within North America): Advance replacement units are shipped out within one (1) business day Monday through Friday PST via overnight shipment.

Premium Support (outside of North America): Advance replacement units are shipped out within two (2) business days Monday through Friday PST via overnight shipment. Delivery times will vary and additional shipment days shall be added into the repair time for transit to and from U.S.

The customer must return the failed unit(s) to Ruckus within fifteen (15) calendar days from the date of receipt of replacement product(s). Ruckus reserves the right to bill for units not shipped within this time.

Shipping charges are paid both ways by Ruckus.

Replacement units are shipped from the Ruckus Regional Warehouses.

### Return To Factory (RTF) Service for Warranty Support

Products covered by the Standard or Limited Lifetime Warranty must be returned to Ruckus for repair or replacement before the replacement unit will be shipped.

Customer is responsible for shipping charges from customer to Ruckus. Charges for shipping the repaired unit back to the customer are paid by Ruckus.

Ruckus reserves the option to repair or replace the returned unit within 15 calendar days from the date of receipt. The unit replaced may be either refurbished or new at the option of Ruckus.

## Warranty Support

Ruckus offers an End-User warranty for all Ruckus hardware and software products. The warranty states that Ruckus products conform in all material respects in normal use to their specifications. Refer to the Ruckus Limited Warranty Statement for the details.

Ruckus provides Standard Limited Warranty for for 1 year for MediaFlex, MetroFlex, and ZoneFlex Outdoor Access Points, and a Limited Lifetime Warranty for ZoneFlex Indoor AP's and ZoneDirector controllers. Warranty coverage starts the date the product is shipped from the manufacturing facilities of Ruckus.

Ruckus offers advance replacement for hardware repairs within the first 30 days following customer receipt and Ruckus will pay for shipping in both directions. For the balance of the warranty period, hardware repairs are done on a return-to-factory basis.

The warranty offering consists of:

- Self-support via the Ruckus Support Web
- Software updates within the 90-day software warranty
- Advance replacement for hardware failures for the first 30 days

Refer to <http://c541678.r78.cf2.rackcdn.com/support/ruckus-warranty-faqs.pdf> for the Warranty Guidelines. Customers must purchase a Ruckus Support Program to receive Technical Support outside of warranty guidelines.

## PRODUCT REGISTRATION

Instructions for registering your Ruckus products can be found at <http://support.ruckuswireless.com/register>.

Product Registration and Support Customer Registration described in Web Procedures are two separate and unrelated procedures and serve different purposes. All Ruckus Support Customers shall register their products for the support entitlement verifications.

## WEB PROCEDURES

### Support Customer Registration

In order to properly associate your web support login to your product entitlements, customers who purchase a support

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agreement should only register for an account via the link provided in the Support Purchase Acknowledgement email that you should have received shortly after purchase. If you did not receive the SPA email within 2 weeks of purchase, please do the following:

1. Check your spam folder and policies and make sure email from @ruckuswireless.com is allowed.
2. Check with your reseller that they have your accurate email address and that it was provided in the sales order they placed.
3. Lastly, email us at support@ruckuswireless.com and we can check whether your support contract was processed.

## TERMS AND CONDITIONS

Ruckus provides technical support by Ruckus Technical Support Engineers, self-support via the Ruckus Support Web, software updates, and hardware support to purchasers of Technical Support Programs under the following terms and conditions:

The term for subscriptions is twelve (12) months. Coverage commences immediately following the purchase of the support program regardless of any remaining warranty.

Customers who subscribe to any Technical support Program must purchase support programs for all Ruckus products they have purchased. AP's are automatically covered under the relevant ZoneDirector Watchdog license.

For WatchDog Premium Support or Premium Support, defective hardware is replaced via advance replacement. Prior authorization is required from a Ruckus Technical Support Engineer.

- The customer must ship failed unit(s) to Ruckus within fifteen (15) calendar days from the date of receipt of replacement product(s).
- The replacement unit may be refurbished or new at the option of Ruckus.
- Ruckus reserves the right to bill for units not shipped within this time.
- For Warranty Support, defective hardware is repaired or replaced on a return-to-factory basis.
- For return-to-factory repairs, Ruckus will ship a repaired or replacement unit within 15 calendar days of receipt of the failed unit.
- The replacement unit may be refurbished or new at the option of Ruckus.
- The customer is responsible for shipping charges of the failed unit back to Ruckus.
- Do not return any hardware until you have received a RMA number. Ruckus reserves the right to refuse shipments that do not have a RMA number. Refused shipments will be returned to the shipper via collect freight.

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## APPENDIX A WARRANTY GUIDELINES

The most updated Ruckus Warranty terms can be found at:

<http://support.ruckuswireless.com/warranty> and a Warranty FAQ can be found at <http://c541678.r78.cf2.rackcdn.com/support/ruckus-warranty-faqs.pdf>

### Steps to Take First:

Consult our online Knowledge Base to verify proper installation and configuration of the equipment. Often product functionality is impacted by a change in the environment that occurs without your knowledge.

Make sure you have the latest version of software installed for your product. The symptoms you are experiencing may be known issues, resolved by updating your software to the latest revision available. The latest software release is available to support contract holders on the Ruckus Wireless support website at <http://support.ruckuswireless.com>.

### Making a Software Claim

If the software is still not performing to specifications, please prepare the following information:

- Product name, product number, and product serial number
- Software revision
- Environment in which product is installed
- Description of product issue
- When and how often issues occur
- Detailed explanation of steps taken to mitigate issue

Then contact your reseller, if your reseller is providing support on the product. If your product is under 90 day software warranty, or you have purchased as Watchdog End User Premium contract, you may contact Ruckus Wireless directly. Please note that software is not eligible for replacement.

### Making a Hardware Claim

If the product is still not performing to specifications, please prepare the following information:

- Product name, product number, and product serial number
- Software revision
- Environment in which product is installed
- Description of product issue
- When and how often issues occur
- Detailed explanation of steps taken to mitigate issue

Then, contact your reseller if your reseller is providing support on the product. If your product is covered by the limited or limited lifetime warranty, you may contact Ruckus Wireless directly.

### A Hardware Warranty Claim

If a product is not performing appropriately under warranty, Ruckus Wireless will ask you or your support provider to return the product, and will either repair it, send you a replacement product, or send you a comparable product.

To initiate this process, you'll need to get a Return Materials Authorization (RMA) number. Ruckus Wireless will issue this number to you or your support provider if we determine the product requires warranty coverage. You can obtain the RMA number via an e-mail request; the RMA number will be provided to you within two business days of your request.

You then need to return the product to Ruckus Wireless as instructed. If you hold a Premium Support Contract, we'll send you an advance replacement or comparable product, without waiting for the return. If you do not hold a Premium Support Contract, we require that you send us the product requiring coverage first, before we send you a replacement product. Regardless, your product should be returned within 15 calendar days of receipt of the RMA.

### Your Hardware Replacement Product

If Ruckus Wireless provides a repaired or replacement product, the warranty period is that which was remaining under the original product purchase. For example, if the original product had 45 days remaining, the replacement would be covered for 45 days. The replacement product will be shipped from Ruckus within 15 calendar days.

### Hardware Warranty Coverage

Please note that warranty coverage does not extend to power surges, lightning strikes, electrical outages, modifications to the product, or mishandling/misuse. Please review the warranty statement that accompanied your product or your purchase order for more specific coverage information. If you return a product for warranty repair and the cause is ineligible for coverage, you will be notified and billed for freight as well as any subsequent activity, should you choose to pursue the repair or replacement.

If you remove Ruckus Wireless products from the country in which you made the original purchase, please note that wireless products require certification to be used in most countries of the world. Your warranty coverage is offered only within the country of original purchase; further, you are responsible for ensuring compliance with any country certification requirements.

Please note that warranty coverage is non-transferable and applies only to the original end-user customer who purchased the Ruckus Wireless product.

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## APPENDIX B TECHNICAL SUPPORT REQUEST PROCEDURES

### Technical Support Program Summary

SUPPORT PACKAGE	Partner WatchDog Premium Support	End User WatchDog Premium Support	WatchDog AP Advanced Hardware Replacement	Partner Support Program	End User Support Program
	WatchDog Premium	WatchDog Premium	AP Advanced Replacement	Premium	Premium
Live Support	Via Partner	"24x7" 24 hour x 365 days	"24x7" 24 hour x 365 days	Via Partner	"24x7" 24 hour x 365 days
E-mail, Web, Forum Support	Via Partner	Yes	Software Updates	Yes	Yes
Hardware	Advanced Controller Replacement	Advanced Controller Replacement	Advanced AP Replacement	Advanced Controller and AP Replacement	Advanced Controller and AP Replacement
Software Upgrades	Yes	Yes	Yes on APs	Yes	Yes

Partner Support Programs: are designed for Ruckus Partners with qualified technical support personnel for Ruckus ZoneFlex Product Support. The Partners provide primary user support and Ruckus provides support to the Partners. Ruckus Technical Support Engineers will redirect all support requests including RMA requests from End User Customers of the Partners with Partner Support Program back to the corresponding Partners.

Software only support for AP's has been eliminated and incorporated into WatchDog Premium Support Options. This provides major or significant feature enhancement software upgrades during the support subscription period.

Software Updates on APs can be downloaded without a support account, see <https://support.ruckuswireless.com/answers/000001340> for details and instructions.

The diagram to the right is the pictorial representation of the Support Flow:

