

GARANTIE/SUPPORT RUCKUS INCLUS ET OPTIONS



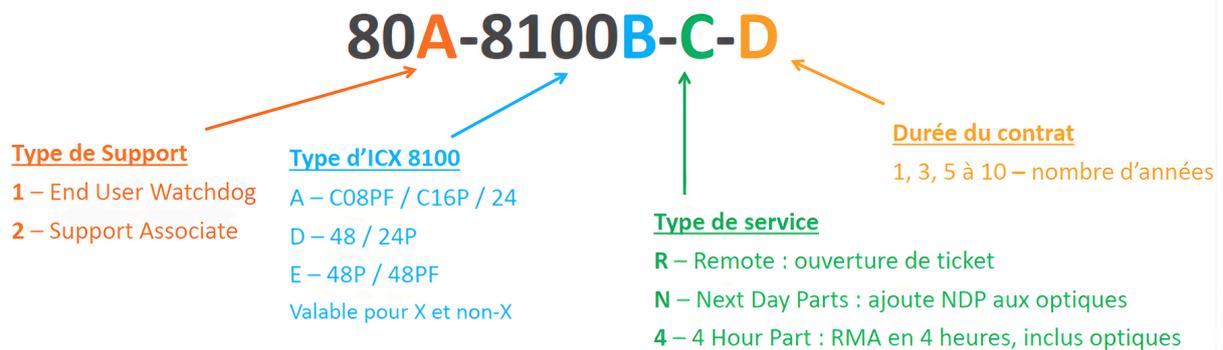
Hardware	HW Warranty	Adv Replacement	Remote Support	Support Options
ICX*	Yes, Lifetime**	Yes, included	90 Days	RMT / NDP / 4P
ICX 8200	Yes, Lifetime**	Yes, included	3 Years	RMT / NDP / 4P
AP – Indoor	Yes, Lifetime**	No, optional	Mgmt. related	Adv Replacement
AP – Outdoor	Yes – 1y	No, optional	Mgmt. related	Adv Replacement
SZ 144	Yes – 1y	No	with software	-

Software	Software Update	Remote Support
ICX	Lifetime (no fee)	90d support*
R1	Included in Subscription	Included in Subscription***
SZ	with support	with support
UNL	Free	Optional ULAP support

* All ICX models except 8200 which include 3 years RMT
 ** Limited Lifetime (+5y after End of Sales)
 *** For R1 & AP only / For ICX, need to add RMT support

RMT : Remote Support → 99% of quotes
NDP : Next Business Day Parts → already included in Warranty
4P : 4h Parts → few cities covered

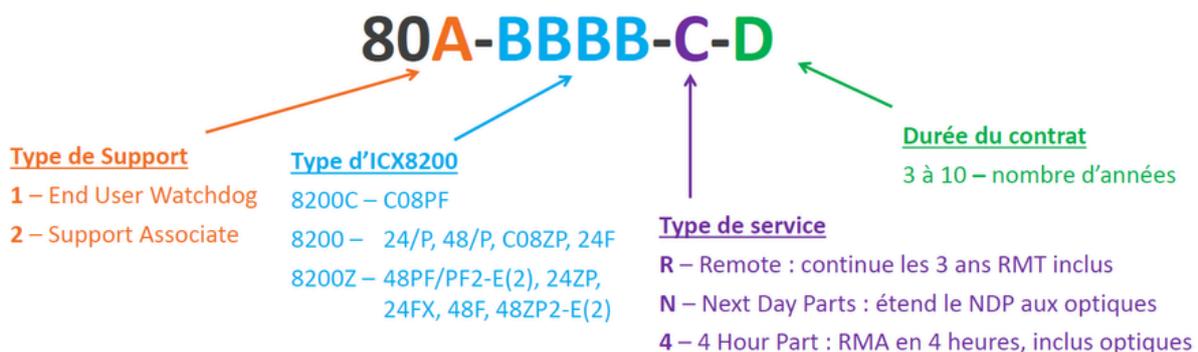
Les ICX8100 sont vendus par défaut avec un support Remote (RMT) de 90 jours



Exemple : 801-8100D-R-5

Fournit un support End-User en Remote pour un 8100-24P pour une durée de 5 ans

Les ICX8200 sont vendus par défaut avec un support Remote (RMT) de 3 ans



Exemple : 802-8200C-R-5

Allonge le Support Associate Remote d'un 8200-C08PF en ajoutant 2 ans aux 3 inclus de base