

Warranty Update on Cisco Aironet Access Points

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Effective April 27, 2010, Cisco is offering a limited lifetime hardware warranty on the Cisco Aironet 1040, 1140, 1250, 1260 and 3500 Series Access Points.

To accommodate recent customer purchases of these products, Cisco® Aironet® 1140 and 1250 Series Access Points purchased up to 90 days before April 27, 2010 will also be covered by a Cisco limited lifetime hardware warranty. For more information, refer to http://www.cisco.com/en/US/docs/general/warranty/English/LH2DEN_.html.

Products purchased before these dates are covered by a Cisco 90-day limited hardware warranty. For more information, refer to http://www.cisco.com/en/US/docs/general/warranty/English/901DEN_.html.

Cisco Limited Lifetime Hardware Warranty

A Cisco product hardware warranty is supported for as long as the original end user continues to own or use the product, provided that the fan and power supply warranty is limited to 5 years. In the event of a discontinuance of product manufacture, the Cisco warranty support is limited to 5 years from the announcement of the discontinuance.

Replacement, Repair, or Refund Policy for Hardware

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within 10 working days after receipt of the return materials authorization (RMA) request. Actual delivery times can vary depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

Q&A

Q. What is changing?

A. Cisco is extending the warranty period for Cisco Aironet 1140 and 1250 Series Access Points from the previously offered 90-day warranty to a limited lifetime warranty (LLW). Technical support from Cisco TAC is not included in the warranty terms.

Q. When will the limited lifetime warranty changes be effective?

A. Changes will be effective on Apr 27, 2010:

- The Cisco Aironet 1140 and 1250 Series Access Points warranty will change from a 90-day warranty to a limited lifetime warranty effective April 27, 2010. To accommodate recent orders, any products purchased within 90 days prior to Apr 27, 2010 will have the limited lifetime hardware warranty. Products purchased before those dates will continue to be covered by the 90-day warranty.
- Cisco Aironet 1040, 1260 and 3500 Series Access Points will be covered by the limited lifetime warranty from the first day of shipment.
- 802.11n access points are the only Cisco Aironet products covered by the limited lifetime warranty. All other Cisco Aironet products including 802.11a/g based access points, WLAN controllers, antennas and accessories will continue to ship with existing warranties.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

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