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AT-A-GLANCE

Foundation Care for Aruba vs. Warranty

Warranties and service contracts are significantly different. This document highlights the added value provided by Foundation Care for Aruba support contracts as compared to what is covered under the limited product warranty. Foundation Care contracts offer advanced troubleshooting, expanded coverage, and the personal touch your business needs to operate efficiently.

The table below compares standard warranty and Foundation Care support coverage.

Deliverable	Product Warranty	Foundation Care for Aruba
Technical Support	 Commercially reasonable effort, not priority-based	 Priority-based with escalation management
	 Product conformance (break/fix) only	 Product conformance plus: <ul style="list-style-type: none"> • Guidance on configuration, interoperability, and other best practices • Advanced troubleshooting • Access to Aruba Customer Engineering as needed
	 Phone support: Business Hours (9x5)*	 Phone support: 24x7x365
Software Support and Updates	 Publicly available software only	 Priority based on-demand patch/maintenance releases to remediate critical issues, customer specific features and so forth
Hardware Support	 Next Business Day shipment (no committed delivery SLA)	 Next Business Day and Same Business Day delivery commitments, with onsite labor options

* Exceptions apply. See Aruba [Warranty and Support Summary](#) for additional details.

Foundation Care provides technical support with advanced troubleshooting, software updates and upgrades, and hardware replacement. Let's look at three scenarios that describe what a customer receives under warranty versus Foundation Care coverage.

Note: The following scenarios may only describe a portion of what is covered under your warranty and Foundation Care. We encourage you to have an in-depth discussion about your needs with your Aruba representative.

SCENARIO 1

A customer calls into the Aruba Technical Assistance Center (TAC) for help with configuration questions related to wireless and wired integration with their back-end network infrastructure.

Warranty only: Support will not be able to assist as this is not a break-fix question. The warranty only covers support on product conformance to specifications.

Foundation Care: Aruba TAC will provide configuration, interoperability and guidance on other best practices.

SCENARIO 2

A customer calls into Aruba support more than 90 days after product purchase to ask about reports of widespread client connectivity issues on the WLAN that is significantly impacting service.

Warranty only: TAC will confirm hardware functionality of the product as a standalone device. The case will be assigned the lowest priority level and it will not receive priority escalation. No support will be provided for network troubleshooting or making changes in device configuration.

Foundation Care: TAC will study the network and complete required checks to determine if the Aruba device is causing the issue. If so, TAC will perform all of the required device changes to stabilize the network. Bug filing and prioritized support from Product Engineering are also included if required.

SCENARIO 3

Customer calls in to report that several APs running ArubaOS are malfunctioning and requests replacement units.

Warranty only: Aruba will ship replacement product after the receipt of the RMA (Return Material Authorization) request. There is no delivery commitment date, which may vary based on customer location.

Foundation Care: For customers with a support contract, the delivery timeframe depends on the support program. The customer will receive replacement hardware either the same day or the next business day.

As you can see, a business that requires high availability will benefit from a support contract. Foundation Care for Aruba translates to a wise investment as customers can leverage enhanced TAC access as well as superior hardware and software support.

Please visit <https://www.arubanetworks.com/support-services/overview/> or reach out to your Aruba representative for more information.

CUSTOMER BENEFITS

The cost of a typical Foundation Care support contract averages about 10% of the overall hardware investment. This relatively small investment can make a significant difference when protecting your mission critical applications and running day-to-day operations.

Foundation Care for Aruba coverage provides:

- Increased productivity through faster resolution and mitigation of network issues
- Improved operational efficiency through advanced troubleshooting and guidance on best practices
- Flexible hardware replacement options to complement your capabilities and budget