

BROCADE ICX PRODUCTS WARRANTY AND SUPPORT

All Brocade ICX products are covered by Brocade Assurance Limited Lifetime Warranty and come out of the box with phone support included. The type and the duration of the phone support depends on the product. This document is intended to help the field make sense of what level of support comes with each Brocade ICX product and what are the options to purchase additional support services with the products.

	ICX 7150	ICX 7250	ICX 7450	ICX 7750	ICX 6610	ICX 6430/6450
Warranty Coverage	Brocade Assurance Limited Lifetime Warranty <ul style="list-style-type: none"> Advanced Hardware Replacement (Next Business Day), Includes Power Supplies & Fans Lifetime software updates For the life of the product (Initial registered end user only) 					
Support Included with Product	90 days 8x5 Remote Phone Support	3 years 24x7 Remote Phone Support	90 days 8x5 Remote Phone Support			3 years 8x5 Remote Phone Support
Product + 3 yr. Support Bundles	Switch + 3 years 24x7 Remote Phone Support Bundles SKUs: <ul style="list-style-type: none"> - ICX7150-C12P-2X10GR-RMT3 - ICX7150-24-4X10GR-RMT3 - ICX7150-24P-4X10GR-RMT3 - ICX7150-48-4X10GR-RMT3 - ICX7150-48P-4X10GR-RMT3 - ICX7150-48PF-4X10GR-RMT3 	NA	Switch + 3 years 24x7 Remote Phone Support Bundles SKUs: <ul style="list-style-type: none"> - ICX7450-24P-E-RMT3 - ICX7450-48P-E-RMT3 - ICX7450-48F-E-RMT3 - CX7450-48P-STK-E-RMT3 	Switch + 3 years 24x7 Remote Phone Support Bundles SKUs: <ul style="list-style-type: none"> - ICX7750-48F-RMT3 	Switch + 3 years 24x7 Remote Phone Support Bundles SKUs: <ul style="list-style-type: none"> - ICX6610-24P-E-RMT3 - ICX6610-48P-E-RMT3 - ICX6610-24F-E-RMT3 	NA
Available Support	Support Options Include <ul style="list-style-type: none"> 4 Hour Onsite Support 4 Hour Parts Only Support Next Business Day Onsite Support Next Business Day Parts Only Support Remote Phone Support Secure Uplift Support 					

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WARRANTY COVERAGE

Brocade Assurance Limited Lifetime Warranty provides “advanced next business day hardware replacement” which means that Brocade will overnight a replacement switch or part immediately after the customer reports equipment failure covered by the warranty over the phone. The warranty coverage also includes power supplies, fans and provide access to the latest software updates through the product end of support date.

The warranty covers the initial registered owner for the lifetime of the product

For additional details, go to <http://www.brocade.com/warranty>

SUPPORT INCLUDED WITH ICX PRODUCTS

Depending on the product model, ICX products come out of the box with either 3 years 24x7 remote phone support, 3 years 8x5 remote phone support or 90 days 8x5 remote phone support.

SWITCH + 3 YR. SUPPORT BUNDLES

For ICX series models which do not come out of the box with 3 year phone support included, special bundle SKUs are available to conveniently purchase the product with 3 year 24x7 phone support. These SKUs all end with “RMT3” trailing the regular product SKU. These SKUs are available for select models of the ICX 7450, ICX 7750 and ICX 6610 products.

AVAILABLE SUPPORT OPTIONS

Customers can also purchase additional support services including onsite support (4hr or Next Business Day) or remote 24x7 support. These support services can be purchased for durations varying from 1 to 5 years.

Specific support SKUS are available to purchase these options.

BROCADE ICX PRODUCTS OFFER CLASS LEADING WARRANTY AND SUPPORT OUT OF THE BOX

- + All Brocade ICX products are covered by Brocade Assurance Limited Lifetime Warranty
- + The warranty offers next business day hardware replacement for the life of the product!
- + The warranty offers software update for the life of the product
- + All Brocade ICX products come out of the box with phone support (90 day or 3 years depending on models)
- + Brocade offers special ICX “RMT3” bundle SKUs for customers who want a convenient way to purchase ICX switches with 3 year 24x7 remote support (applies to ICX product which come with 90 day 8x5 phone support)
- + Customers can purchase additional support services separately including onsite support or extended phone support