



# BROCADE ASSURANCE LIMITED LIFETIME WARRANTY FREQUENTLY ASKED QUESTIONS

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## Overview

Brocade offers the Brocade Assurance™ Limited Lifetime Warranty on select products to help organizations protect their technology investments and maximize ROI.

Brocade Assurance Limited Lifetime Warranty is provided with the following products:

- Brocade® FastIron® CX and Brocade FCX Series purchased on or after October 1, 2009
- Brocade FastIron WS purchased on or after October 1, 2009
- Brocade Turbolron® 24X purchased on or after October 1, 2009
- Brocade FastIron SX 800 and Brocade FastIron SX 1600 purchased on or after May 3, 2010

For these select products, Brocade provides a limited lifetime warranty for as long as the original purchaser continues to own and use the equipment. In the event of discontinuance of product manufacture, the warranty is limited to five (5) years from the announced date of last product sale. The warranty excludes removable optics and LEDs. Products covered by this warranty are switches in the FastIron WS, FastIron CX, FastIron SX 800, FastIron SX 1600, and Turbolron 24X families. In case of defects, a replacement will arrive on the next business day, provided the request is received before 2 p.m. local time.\* Original purchasers may download defect repairs from [www.brocade.com](http://www.brocade.com) for the firmware release that is current at the time of purchase or any previous release.

Additionally, Brocade is providing one year of Brocade Technical Support, with 24×7 access, at no charge to customers who purchase FastIron SX 800 and FastIron SX 1600 products after July 15, 2010.

This unique offering provides additional value beyond many standard types of warranties, helping to improve Total Cost of Ownership (TCO) by freeing up both money and resources to re-invest into the business.

*\*Response times are based on local standard business days and working hours, and commercially reasonable efforts. Response times commence when Brocade is informed of the warranty failure via a Web request. In some countries and regions and under certain supplier constraints, actual response times may vary. If your location is outside the customary service area, your response time may be longer. Please contact Brocade Technical Support for response time availability in your area.*

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## General Questions and Answers

**Q What is changing?**

A Brocade is extending the warranty period for the Brocade FastIron WS, Brocade FastIron CX, Brocade FastIron SX 800, Brocade FastIron SX 1600, and Brocade Turbolron 24X products from the previous Limited Lifetime Warranty (five years) to the new Brocade Assurance Limited Lifetime Warranty, which continues for the life of the product and includes the power supply and fan.

Additionally, Brocade is providing one year of Brocade Technical Support, with 24×7 access, at no charge to customers who purchase FastIron SX 800 and FastIron SX 1600 products after July 15, 2010.

**Q When will the changes be effective?**

A The Brocade Assurance Limited Lifetime Warranty is provided with products purchased on or after October 1, 2009, for the FastIron CX, the Brocade FCX, the FastIron WS, and the Turbolron 24X; and purchased on or after May 3, 2010, for the FastIron SX 800 and FastIron SX 1600.

**Q Are the changes in warranty retroactive?**

A No. Products purchased prior to October 1, 2009, (or May 3, 2010, for the FastIron SX) will carry the terms of warranty under which they were shipped—which in most cases was the five-year Limited Lifetime Warranty.

**Q Do the changes apply to the FastIron SuperX?**

A No. The warranty terms for the FastIron SuperX, including modules, remain unchanged (one-year Hardware Warranty, 90-day Limited Software Warranty), and customers must pay for FastIron SuperX technical support.

**Q Will the policy be extended to any other Brocade switches?**

A There is no plan at this time to extend the Brocade Assurance Limited Lifetime Warranty to other Brocade products.

**Q Are power supplies, fans, and optics covered under the new warranty?**

A Internal power supplies and fans are covered. External power supplies and optics are not included and carry a standard 13-month warranty.

**Q How do customers contact Brocade to replace hardware that is under warranty?**

A Warranty replacements are processed on the Brocade Knowledge Portal ([http://www.brocade.com/services-support/assurance\\_warranty.page](http://www.brocade.com/services-support/assurance_warranty.page)). Users must register their warranty products prior to submitting a warranty request.

**Q What types of services and support are available for these products?**

A Different levels of Brocade Technical Support are available to complement the Brocade Assurance Limited Lifetime Warranty. These services—ranging from remote software support to onsite hardware replacement—provide 24×7 access to Brocade Technical Support resources, firmware updates, and (depending on the level selected) onsite support resources.

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