

Warranty Update on Cisco Catalyst 4500-E and Cisco Catalyst 4500

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As of May 1, 2009, Cisco is offering a limited lifetime hardware warranty on the Cisco® Catalyst® 4500 E-Series and Cisco Catalyst 4500 Switches.

To accommodate recent customer purchases of these products, Cisco Catalyst 4500 E-Series and Cisco Catalyst 4500 switches purchased up to 30 days before May 1, 2009 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 might vary depending on the customer location.

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

Q&A

What is changing?

In response to market and customer requirements and as part of our continuing efforts to address customer feedback as their needs evolve, Cisco is extending the warranty period for Cisco Catalyst 4500 E-Series and Cisco Catalyst 4500 switches from the previously offered 90-day warranty to a limited lifetime warranty (LLW).

When will these changes be effective?

- The Cisco Catalyst 4500 E-Series and Cisco Catalyst 4500 switches warranty will change from a 90-day warranty to a limited lifetime warranty effective May 1, 2009.
- To accommodate recent orders, any products purchased within 30 days prior to May 1 will have the new limited lifetime hardware warranty.

Are the changes in warranty retroactive?

The changes are not retroactive, and customers' hardware will continue to stand under the terms of warranty under which they shipped, with the exception of those purchased within 30 days prior to the May 1 effective date.

Will this policy be extended to the Cisco Catalyst 6500 and Cisco Catalyst 4900 switches?

No.

Does LLW only apply to fully configured systems or does it also apply to individual line cards and supervisors purchased separately?

LLW policies apply to all components of the Catalyst 4500 family whether it was purchased as a configured system or as individual components. The components covered are all Catalyst 4500 Chassis, Supervisor Engines, Line Cards, Power Supplies, Fan trays and Memory.

Scenario 1: Customer purchased a new component (Supervisor, Line Card, Power Supply, Fan tray or memory) after the LLW effective date and inserted the component in a chassis purchased before LLW effective date. What are the warranties offered?

A. LLW on the new component, original 90-day warranty on the chassis.

Scenario 2: Customer purchased a new chassis after the LLW effective date and inserted an old component (Supervisor, Line Card, Power Supply, Fan tray or memory) in the chassis. What are the warranties offered?

A. LLW on the chassis only, original 90-day warranty on the component.

Scenario 3: Customer purchased a fully configured Catalyst 4500/E system after the LLW effective date and inserted some old components (Supervisor, Line Card, Power Supply, Fan tray or memory) in the system. What are the warranties offered?

A. LLW on the chassis and components purchased as part of configured system, original 90-day warranty on the component purchased before LLW effective date.



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