



Asante IntraCore Lifetime Warranty

Asante now offers a full lifetime hardware warranty on IntraCore products*

IntraCore products have always been designed and built to the higher standards required for business-class networks. To clearly demonstrate that ASANTE products offer world-class quality, ASANTE now offers the original purchaser a full lifetime hardware warranty on IntraCore products—switches, effective March 1, 2010. This means that as long as a customer owns their IntraCore equipment and can show original proof of purchase, ASANTE will replace it if it breaks. ASANTE knows that IntraCore products are reliable and wants its customers to find that out, too.

Frequently Asked Questions

Q: How long are products covered?

A: For as long as the original buyer owns the IntraCore product. Original proof of purchase is required to receive warranty service.

Q: Which products are covered?

A: Only the products listed below that are purchased after March 1, 2010 will have lifetime hardware warranty coverage:

- Layer 3 Managed Switches: IC40480-10G, IC40240
- Layer 2+ Managed Switches: IC39480, IC39240, IC3648, IC3624, IC3724PWR

Q: Are fans and power supplies covered?

A: Yes, fans and internal power supplies are covered under the lifetime hardware warranty. External power supplies will continue with their existing warranties.

Q: How does this compare to the competition?

A: Unlike other limited lifetime warranties covering only select products, ASANTE offers a true lifetime hardware warranty across multiple categories key to the SMB. The following is a brief comparison of the lifetime warranty offered by ASANTE versus its select competitors as of March 1, 2010:

	ASANTE IntraCore	Cisco	HP	Netgear
Lifetime warranty continues even if product is discontinued	Yes	No	Yes	Yes
Lifetime warranty covers internal power supplies and fans	Yes	No	No	Yes
24 hours transition shipment	Yes	No	Yes	No

ASANTE offers a world-class, industry leading warranty with lifetime support across our switches, security and business wireless products.

Q: When did this new warranty take effect?

A: ASANTE will honor the full lifetime hardware warranty for IntraCore products purchased after March 1, 2010. As such, proof of purchase is required for warranty coverage. ASANTE recommends registering your IntraCore product after purchase to simplify warranty claims.

Q: What happens if a product is discontinued?

A: Per ASANTE's standard hardware warranty, product that fails after it has been discontinued will be replaced with a new unit, a refurbished unit, or ASANTE will refund the purchase price of the unit, less a reasonable usage charge.

Q: How to pre-register products or request warranty services?

A: Warranty services can be requested online or by phone.

- To pre-register your product: <http://www.asante.com/support/registration.asp>
- ASANTE Support contact: <http://www.asante.com/corporate/contactus.asp#techsupport>
- By phone: Customer Support: 1-877-262-0324
- Original proof of purchase is required to receive warranty service

Q: Where can I find the IntraCore Lifetime Warranty cards?

A: No. Important to register your product and keep your original purchase invoice.

***ASANTE's IntraCore Lifetime Warranty does not apply to refurbished products.**