



Asante One Year Warranty

As long as a customer owns their Asante equipment and can show original proof of purchase, ASANTE will repair or replace it if it breaks. ASANTE knows that their products are reliable and wants its customers to find that out, too.

Frequently Asked Questions

Q: How long are products covered?

A: For one year. Original proof of purchase is required to receive warranty service.

Q: Which products are covered?

A: Only the products listed below will have one year hardware warranty coverage:

- SmartHub-AWRT-300N P/N : 99-00843
- SmartHub-AWRT-550N P/N : 99-00842
- SmartHub-AWRT-600N P/N : 99-00841

Q: Are power supplies covered?

A: Yes, external power supplies are covered under the one year warranty.

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