End User WatchDog Premium Support

Ruckus Wireless offers quality, knowledgeable, responsive worldwide technical support for its Smart Wi-Fi systems.

Ruckus Wireless offers two support plans: End User WatchDog Premium Support and WatchDog AP Advanced Hardware Replacement. These plans augment the Limited Lifetime Warranty included with most Ruckus Wireless ZoneFlex products.

Resellers and distributors can offer these support services to their customers, drawing directly on the highly qualified resources of Ruckus Wireless.

WatchDog Premium Support delivers premium web support access with an online knowledge base, complete documentation and user forums. In addition, Ruckus Wireless technical support professionals are available via:

• Phone

• E-mail

• Support Web

• Chat

Through the Support Web, Ruckus Wireless makes the latest software updates available to customers. Software updates include bug fixes and maintenance releases.

WatchDog Premium Support customers receive access to software upgrades for the products they purchased as well as invitations to participate in Beta programs.

WatchDog Premium Support customers are also entitled to advanced hardware replacement on controllers if required. WatchDog AP Advanced Hardware Replacement is offered for those requiring advanced replacement on the Access Points.

Phone and E-mail Support

Technical support from a Ruckus Technical Support Engineer is available via phone or email. Telephone calls are answered by a customer service agent who collects initial information and assesses the urgency of the situation. After-hours telephone calls are forwarded to an English-speaking answering service, and a Ruckus Technical Support Engineer will respond within 30 minutes from receipt of the call.

End User WatchDog Premium Support

Do-It-Yourself with Ruckus Web Support

Ruckus Web Support is at http://support.ruckuswireless.com contains comprehensive product information including manuals, technical documentation and software updates. Some of this information is publicly available but some of the content is offered only to support plan customers. Support plan customers may be proactively notified via email when new content is posted.

Hardware Replacement

In the unlikely event of a hardware failure, WatchDog Premium Support customers may receive a controller replacement unit in advance of return shipment. All returns must be authorized and assigned RMA numbers in advance by a Ruckus Technical Support Engineer. Premium Support customers must ship failed unit(s) to Ruckus within fifteen (15) calendar days from the date of receipt of replacement product(s). Ruckus reserves the right to bill for units not shipped within this time. The replacement unit may be either refurbished or new, at the option of Ruckus.

- Detailed Ruckus Warranty terms can be found at: http://support.ruckuswireless.com/warranty

- Warranty FAQs: http://ow.ly/gOgLW

Software Updates and Upgrades

Bug fix and software updates on APs along with knowledge base instructions can be downloaded via the Ruckus FTP server without creating a support account at: https://support.ruckuswireless.com/answers/000001340.

Documentation Is accessible via the Ruckus Support Web Site. WatchDog Premium Support customers will be further provided with software upgrades for the applicable hardware originally purchased for the term of the contract.

For more information or to purchase a WatchDog Support Plan, contact your Ruckus Wireless reseller or representative.

Support Summary

SUPPORT PACKAGE	WatchDog Premium Support	WatchDog AP Advanced Hardware Replacement
Phone/Email/ Web Support	24x7x365	No
Support Web Access	Premium	No
Advanced Hardware Replacement	Controller Next Business Day	AP Next Business Day
Software Updates	Controller and AP	AP
Software Upgrades	Controller and AP	AP
Duration	1/3/5 Years and Co-Term Available on First Renewal	1 Year Duration and Co-Term Available on First Renewal

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