



NETGEAR® now offers a full lifetime hardware warranty on ProSafe® products

ProSafe products have always been designed and built to the higher standards required for business-class networks. To clearly demonstrate that NETGEAR products offer world-class quality, NETGEAR now offers the original purchaser a full lifetime hardware warranty on ProSafe products—switches, firewalls, and wireless access points—purchased on or after May 1, 2007. This means that as long as a customer owns its ProSafe equipment and can show original proof of purchase, NETGEAR will replace it if it breaks. NETGEAR knows that ProSafe products are reliable and wants its customers to find that out too.

FREQUENTLY ASKED QUESTIONS

How long are products covered?

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

Which products are covered?

Only the products listed below that are purchased after May 1, 2007 will have lifetime hardware warranty coverage:

Layer 3 Managed Switches

- ◆ GSM7312, GSM7324, GSM7328S, GSM7328FS, GSM7352S
- ◆ FSM7326P, FSM7328S, FSM7352S, FSM7352PS

Layer 2 Managed Switches

- ◆ GSM7212, GSM7224, GSM7248
- ◆ FSM726

Smart Switches

- ◆ GS108T, GS716T, GS724T, GS724TS, GS724TP, GS748T, GS748TS, GS748TP
- ◆ FS726T, FS726TP, FS728TP, FS728TS, FS750T2, FS752TS, FS752TPS

Unmanaged Switches

- ◆ GS105, GS108, GS116, JGS516, GS516T, JGS524, GS524T
- ◆ FS105, FS108, FS108P, FS116, FS116P, JFS516, JFS524, FS524

Firewalls, Gateways and Security Appliances

- ◆ FVS114, FVS318, FVG318, FVS124G, FVS338, FVX538, FWG114P, DGFV338, SSL312

Wireless Access points

- ◆ WG102, WAG102, WG302

Are fans and power supplies covered?

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

What products are not included?

NETGEAR products that are not part of the ProSafe line will continue with their existing warranties. Additionally, ProSafe accessories (modules, antennas, cables, software, external power supplies) will continue with their existing warranties.

How does this compare to the competition?

Unlike other limited lifetime warranties covering only select products, NETGEAR 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 NETGEAR versus its select competitors as of May 1, 2007:

	NETGEAR ProSafe	Cisco	HP	3Com	D-Link
Lifetime warranty continues even if product is discontinued	✓	No	✓	No	No
Lifetime warranty covers all switches	✓	✓	No	No	No
Lifetime warranty covers all firewalls	✓	✓	✓	No	No
Lifetime warranty covers all wireless	✓	No	✓	No	No
Lifetime warranty covers internal power supplies and fans	✓	No	✓	No	No

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

- ◆ HP restricts their warranty from some switches. NETGEAR lifetime warranty covers all ProSafe switches, firewalls and access points.
- ◆ 3Com restricts their limited lifetime warranty to select switches and limits it to five years after they discontinue a product. NETGEAR lifetime warranty remains in effect for as long as the original purchaser owns the product and covers all switches, as well as including access points and security products.
- ◆ Cisco restricts their limited lifetime warranty to five years after they discontinue a product and by excluding power supplies and fans. NETGEAR lifetime warranty remains in effect for as long as the original purchaser owns the product and covers internal power supplies and fans.
- ◆ D-Link limits their limited lifetime warranty by excluding security and wireless products; excluding power supplies and fans; and then caps the coverage at either three years or five years after they discontinue a product. NETGEAR lifetime warranty remains in effect for as long as the original purchaser owns the product and covers switches, security, and business wireless products. Additionally, NETGEAR includes internal power supplies and fans.

When did this new warranty take effect?

NETGEAR will honor the full lifetime hardware warranty for ProSafe products purchased after May 1, 2007. As such, proof of purchase is required for warranty coverage. NETGEAR recommends registering your ProSafe product after purchase to simplify warranty claims.

What happens if a product is discontinued?

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

How to pre-register products or request warranty services?

Warranty services can be requested online or by phone.

- To pre-register your product: <http://my.netgear.com/myNETGEAR/support.asp>
- NETGEAR Support contact information: http://kbserver.netgear.com/kb_web_files/n101460.asp
- ProSupport Service Offerings: http://kbserver.netgear.com/kb_web_files/n101553.asp
- By phone: Customer Support: 1-888-NETGEAR (1-888-638-4327)
- Original proof of purchase is required to receive warranty service

NETGEAR®

Connect with Innovation™

4500 Great America Parkway, Santa Clara, CA 95054 USA
1-888-NETGEAR • www.NETGEAR.com