

# Partner WatchDog Premium Support



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

To augment its own support capabilities, Ruckus Wireless teams with qualified and highly-skilled distributors and resellers who offer end-user support.

These support partners provide Level 1 and Level 2 support services to end users, using support engineers who have been trained and certified on Ruckus Wireless products. In the event the issue requires escalation to Ruckus support, our partners will open a case on your behalf and provide updates on the status of the issue.

Ruckus offers two support plans to customers: Partner WatchDog Premium Support and WatchDog AP Advanced Hardware Replacement. These plans are available to augment the Limited Lifetime Warranty included with most Ruckus Wireless ZoneFlex products.

Partner WatchDog Premium support delivers premium web support access with an online knowledge base, complete documentation and user forums.

Partner 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.

## **Do-It-Yourself with Ruckus Web Support**

Ruckus Web support 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 customers. Support customers may be proactively notified via email when new content is posted.

## **Hardware Replacement**

In the unlikely event of a hardware failure, Partner 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. Partner WatchDog 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 refurbished or new, at the option of Ruckus Wireless.

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

## Software Updates and Upgrades

Bug fixes 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. Partner 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	Partner 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

