

Hardware Warranty and Software Updates for the Cisco Catalyst 3750-X, Catalyst 3560-X, and Catalyst 2960-S Series Switches

PB607000

This bulletin summarizes the Cisco® Enhanced Limited Lifetime Warranty and lifetime software update policy for the Cisco Catalyst® 3750-X, Catalyst 3560-X, and Catalyst 2960-S Series Switches.

Cisco Enhanced Limited Lifetime Hardware Warranty

The Cisco Catalyst 3750-X, Catalyst 3560-X, and Catalyst 2960-S Series Switches come with an enhanced limited lifetime hardware warranty (E-LLW) that includes next-business-day delivery of replacement hardware where available and 90 days of 8 x 5 Cisco Technical Assistance Center (TAC) support.

Your formal warranty statement, including the warranty applicable to Cisco software, appears in the Cisco information packet that accompanies your Cisco product. We encourage you to review carefully the warranty statement shipped with your specific product before use.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

For further information about warranty terms, visit

http://www.cisco.com/en/US/docs/general/warranty/EnhLmtdLf_78-19324-01.html.

Software Policy for Cisco Catalyst 3750-X, Catalyst 3560-X, and Catalyst 2960-S Series Switches

Customers with Cisco Catalyst LAN Lite, LAN Base, and IP Base software feature sets will be provided with maintenance updates and bug fixes designed to maintain the compliance of the software with published specifications, release notes, and industry-standards compliance as long as the original end user continues to own or use the product or up to 1 year from the end-of-sale date for this product, whichever occurs earlier. Customers with licenses for our premium software images require a service support contract such as Cisco SMARTnet® Service to download updates.

This policy supersedes any previous warranty or software statement and is subject to change without notice.

Table 1 shows software entitlements.

Table 1. Software Entitlements

Support Contract	LAN Lite, LAN Base, and IP Base	IP Services
None	Unlimited maintenance updates	None
Smart Foundation	Unlimited maintenance updates	Unlimited maintenance updates
Cisco SMARTnet Service	Unlimited maintenance updates	Unlimited maintenance updates

Q&A

Q. What is the difference between “upgrades” and “updates”?

A. Upgrades are different from updates. For example, on the Cisco Catalyst 3750-X Series Switches, an upgrade from the IP Base package to the IP Services package provides significant new functions; therefore, these upgrades require the purchase of a software license upgrade. Updates maintain compliance of the software with published specifications, release notes, and industry standards that are released within the same license for which the customer is already licensed.

Q. Where do I access the updates?

A. Customers who purchased a LAN Base or IP Base software license for the Cisco Catalyst 3750-X or Catalyst 3560-X, or a LAN Lite or LAN Base software license for the Cisco Catalyst 2960-S Series Switches described in this notice will be provided with updates as long as the original end user continues to own or use the product or up to 1 year from the end-of-sale date for this product, whichever occurs earlier. Updates are available at the Cisco website at <http://www.cisco.com/public/sw-center/index.shtml> by clicking “Downloads” and selecting “Switch Software”. To download software, you will be required to log in using your Cisco.com username and password. If you do not have a Cisco.com username, you can obtain one by clicking “Register” at the top of any page on Cisco.com.



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