



# Cisco ESW 500 Series Switches Warranty Support



The Cisco® ESW 500 Series Switches have a 5-year limited hardware warranty and are supported by the Cisco Small Business Support Center. The warranty includes these features:

- Access to the Cisco Small Business Support Community 24 hours a day, 365 days a year
- 1-year access to Cisco Online Chat Support during local business hours
- 90-day telephone access to the Cisco Small Business Support Center during local business hours
- 5-year next business day hardware advance replacement, where available; otherwise, 10 business day advance replacement
- Software bug fixes and maintenance updates

The warranty applies to the original owner (the individual who purchased the product originally) and is not transferable. For more information, see the [Cisco limited 5-year hardware warranty terms](#).

## Small Business Support Community

The Cisco Small Business Support Community is a collaborative space for partners, customers, and Cisco to share their knowledge and expertise on small-business networking and communications. Many technical support questions have already been answered and are immediately available in the online knowledge base. If you have a new issue, you can get input from your online colleagues around the world. For more information, visit [www.cisco.com/go/smallbizsupport](http://www.cisco.com/go/smallbizsupport).

## Online Chat Support

Cisco Online Chat Support provides live, real-time technical support through a web chat session with a Small Business Support Center engineer on select Cisco Small Business products during local business hours.

This support is available during the first year of the ESW 500 Series Switch warranty. For more information, visit [Cisco ESW 500 Series Switch warranty](#) information on the Cisco Small Business Support Community.

## Small Business Support Center

The Cisco Small Business Support Center provides customers and partners with telephone technical assistance on Cisco Small Business products during local business hours.

For information on contacting the Small Business Support Center, visit: [www.cisco.com/en/US/support/tsd\\_cisco\\_small\\_business\\_support\\_center\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html).

## Next Business Day Hardware Advance Replacement

Next business day hardware advance replacement is available in the following countries:\*

North America	Europe	Asia-Pacific
<ul style="list-style-type: none"> <li>• United States</li> <li>• Canada</li> </ul>	<ul style="list-style-type: none"> <li>• All EEA member states</li> <li>• Switzerland</li> </ul>	<ul style="list-style-type: none"> <li>• Australia</li> <li>• New Zealand</li> </ul>

\* **Note:** In the above countries, there might be locations where next business day delivery is not available. For locations where next business day delivery is not available, Cisco will use commercially reasonable efforts to ship a replacement that day provided Cisco's determination of the hardware failure has been made before 3 p.m. depot time. If a request is made after 3 p.m. depot time, Cisco will ship the advance replacement on the next business day.

Where next business day delivery is not available, Cisco will use commercially reasonable efforts to ship a replacement part within 10 working days after Cisco's determination of the hardware failure has been made.

Please note that:

- Depot time means Central European Time for services provided in Europe, the Middle East, and Africa; Australia's Eastern Standard Time for services provided in Australia; Japan's Standard Time for services provided in Japan; and Pacific Standard Time for services provided in all other locations.

- Destination country importation, compliance with U.S. export controls, and customs processes might condition actual delivery times. Shipments will be delivered duty unpaid (DDU, Incoterms 2000), except for shipments to and from the European Union, which will be shipped delivered duty paid (DDP, Incoterms 2000), using Cisco's preferred carrier, freight prepaid by Cisco, excluding import duties, taxes, and fees, where applicable. Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

## How to Receive a Hardware Replacement

To receive a warranty hardware replacement, contact the party from which you purchased the product. You will need the 11-character product serial number, which is located on the back panel label of the ESW 500 switch. You might also need proof of purchase to show start of warranty.



## Software Maintenance Updates

Cisco will provide updates that maintain compliance of the software to the published specifications, release notes, or current industry standards.

These downloads are available at the Cisco website at [www.cisco.com/cisco/web/download/index.html](http://www.cisco.com/cisco/web/download/index.html). To download software, you might be required to log in using your Cisco.com user name and password. If you do not have a Cisco.com user name, you can obtain one by clicking "Register" at the top of any page on Cisco.com.