

# Juniper Mist WiFi Product Warranty

## Warranty Start Date:

“Start Date” as used in this policy means (i) the date Covered Hardware is shipped from the distribution center of Juniper Networks, Inc. (“Juniper Networks”).

## Covered Hardware:

“Covered Hardware” means Juniper Networks Mist indoor rated WiFi access points, outdoor rated WiFi access points and Edge server hardware, all as described in Table 1, and includes the Embedded Software pre-installed with the Covered Hardware.

Any other capitalized terms not defined herein will have the meanings provided in the product Documentation, or in the Juniper End User Support Agreement or Juniper End User License Agreement at <https://support.juniper.net/support/guidelines>.

## Juniper Mist WiFi Product Hardware Warranty:

Juniper Networks warrants for the sole benefit of the original end user purchaser of the Covered Hardware (“Customer”) that Covered Hardware will be free from defects in material and workmanship commencing on the Start Date and continuing for the applicable warranty period.

Covered Hardware	Warranty Period
Indoor rated Juniper Mist WiFi access points (AP12, AP21, AP24, AP32, AP32E, AP33, AP34, AP41, AP41E, AP43, AP43E, AP45, AP45E, and AP47)	The longer of i) one year from the Ship Date, or ii) until the end of support date for a specific Covered Hardware model in accordance with the EOL/EOS policy ( <a href="https://support.juniper.net/support/eol/">https://support.juniper.net/support/eol/</a> )
Outdoor rated Juniper Mist WiFi access points (AP61, AP61E, AP63, AP63E and AP64)	One year from Ship Date
Mist Edge server Hardware (ME-X1, ME-X1-M, ME-X5, ME-X5-M, ME-X6, and ME-X10)	One year from Ship Date

This product warranty extends only to the original purchaser of the Hardware from an authorized Juniper Networks reseller or Juniper Networks, itself. In the event that Juniper Networks receives notice during the warranty period that any Covered Hardware does not conform to its warranty, Customer’s sole and exclusive remedy, and Juniper Networks sole and exclusive liability, shall be for Juniper Networks, at its sole option, to either repair or replace the non-conforming Covered Hardware in accordance with this limited warranty. Covered Hardware replaced under the terms of any such warranty may be refurbished or new equipment substituted at the option of Juniper Networks. Juniper Networks will use commercially reasonable efforts to SHIP the replacement hardware within one (1) Business Day of Juniper Networks’ RMA (defined below) from a central Juniper depot location. The Customer’s replacement request must be received by 3 pm local time at the JTAC facility handling the request; otherwise the request will be considered as received on the next Business Day. Actual delivery times may vary depending on the customer location and Juniper shipping depot location. As used herein, “Business Day” means Monday through Friday (time zone of the JTAC facility), excluding holidays observed at that JTAC facility.

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## Post Warranty Support:

For as long as Customer maintains a subscription to the Mist WiFi Assurance cloud service for its Covered Hardware (or Mist Edge Service for Mist Edge Hardware), Juniper will:

- a) respond to requests for technical support for Covered Hardware; and
- b) make available to Customer for use solely on the Covered Hardware such updates, patches, and bug fixes to the Embedded Software as it may release for general availability in accordance with the Service Description Document set forth at <https://support.juniper.net/support/guidelines>

Upon expiration of the warranty period, Juniper will continue to replace any Juniper Mist indoor rated WiFi access point that fails to conform to this warranty for as long as Customer maintains a subscription to the WiFi Assurance cloud service for the Covered Hardware. In the event of discontinuance of manufacture of the indoor rated WiFi Covered Hardware, the Juniper replacement support is limited to 5 years from the last order date in accordance with the EOL/EOS policy (<https://support.juniper.net/support/eol/>)

In the event the Customer allows its WiFi Assurance or Mist Edge subscription to lapse after expiration of the warranty period, Juniper will not be obligated to replace Covered Hardware products. In the event the Customer allows its cloud service or Mist Edge subscription to lapse prior to expiration of the warranty period, Juniper will not be obligated to provide advance replacement for Covered Hardware products.

## Restrictions:

No warranty will apply if the Covered Hardware or Software (i) has been altered, except by Juniper Networks; (ii) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Juniper Networks in the enclosed documentation; or (iii) has been subjected to unreasonable physical, thermal or electrical stress, misuse, negligence, or accident. In addition, Covered Hardware or Embedded Software is not designed or intended for use in (i) the design, construction, operation or maintenance of any nuclear facility, (ii) navigating or operating aircraft; or (iii) operating life-support or life-critical medical equipment, and Juniper Networks disclaims any express or implied warranty of fitness for such uses. Customer is solely responsible for backing up its programs and data to protect against loss or corruption.

Juniper Networks warranty obligations do not include installation support. Embedded Software update entitlement under this Warranty shall not cover any features licensable separately regardless of whether the implementation of such feature is included (in dormant form or otherwise) in the Embedded Software as originally embedded on the Covered Hardware originally purchased by Customer. Juniper Networks may condition availability of Hardware replacements or repairs, of technical services and of Embedded Software updates on Juniper Networks' determination that furnishing such items and support services to Customer shall not violate US or other applicable export or import control laws. Notwithstanding anything to the contrary, no warranty shall apply beyond the published End of Support date for Hardware or Software as described in the [Juniper Networks End of Life Policy and Procedure](#). JCPO product may be subject to additional restrictions.

## Dead on Arrival ("DOA"):

For up to thirty (30) days from the Start Date, Juniper Networks will provide expedited replacement of affected field replaceable units of Covered Hardware that fail to operate within twenty-four (24) hours of initial installation. For purposes of this DOA policy, "fail to operate" shall mean a material failure to substantially perform in accordance with the Covered Hardware's technical specifications and shall not include cosmetic or other deficiencies that do not materially affect Covered Hardware performance. A new field replaceable unit will be shipped from Juniper Networks' manufacturing facilities within two (2) business days of Juniper Networks' receipt and validation of customer's notification of an inoperative unit. Notification must be sent by customer via online procedures set forth below. Defective Covered Hardware must be returned within ten (10) days of failure, or customer pays purchase price of replacement Covered

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Hardware. Non-U.S. customers should allow for additional transit time due to international customs clearance. JCPO products that are sold after the published Last Order Date (as defined in the [Juniper Networks End of Life Policy and Procedure](#)) are excluded from this expedited DOA replacement coverage.

### Hardware Return Procedures:

Any defective item can only be returned for a warranty defect if it references a return material authorization ("RMA") number issued by authorized Juniper Networks service personnel. To request an RMA number, customer must contact Juniper Mist technical support through the Mist cloud service (manage.mist.com). The RMA number must be included on the outside carton label of the returned item. Provided that Customer follows the instructions for return shipment provided with the RMA, Juniper will pay the costs for return shipment of the defective Covered Hardware. In addition, Juniper Networks shall pay any transportation costs incurred with the redelivery of a repaired or replaced item. If, however, Juniper Networks reasonably determines that the item is functional, the Customer shall pay any transportation cost. If Juniper Networks determines, at its sole discretion, that the allegedly defective item is not covered by the terms of the warranty provided hereunder or that a warranty claim is made after the warranty period, the cost of repair by Juniper Networks, including all shipping expenses, shall be paid by Customer.

### Disclaimer:

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## About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for End-Users. Our solutions deliver industry-leading insight, automation, security, and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability, and equality.

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