

Solutions Package FAQs



1. What's new in the 5-Year Standard Warranty?

All new Opengear appliances now come with a 5-year standard warranty that includes:

- ✔ Hardware Protection: Coverage for manufacturing defects
- ✔ Non-Advanced RMA: Ship faulty unit first; replacement sent after receipt
- ✔ Firmware Updates + Portal Access: Includes AI chatbot for faster self-help
- ✔ No Added Cost: Automatically included with new purchases

2. How does Foundation Support differ from Premium—and from the standard warranty?

FEATURES	WARRANTY	FOUNDATION	PREMIUM
Standard HW Warranty	5 years (extendable to 7)	5 years (extendable to 7)	5 years (extendable to 7)
Support Channels	Portal and knowledge base access	8x5 (Monday - Friday) via email, phone, portal and knowledge base	24x7 Support via email, phone, portal and knowledge base
RMA (Repair & Replace)	Advanced RMA per tech support's assessment	Advanced Hardware Replacement	Advanced Hardware Replacement
Firmware Updates	Ability to download and install latest releases	Ability to download and install latest releases	Ability to download and install latest releases
Scheduled Support / Defined SLAs	Standard RMA timelines	Guaranteed response times for critical issues	Highest-priority SLAs
Dedicated Advocate	—	—	Yes, for accounts 1,000+ Opengear appliances

3. Why is at least 1-year Foundation required for new appliance purchases?

To ensure every deployment starts with:

- ✔ Advanced RMA coverage
- ✔ Business-hour support SLAs
- ✔ Faster issue resolution from day one

4. Can coverage extend beyond 5 years?

Yes—Foundation and Premium plans can be purchased for up to 7 years total. Existing customers that have appliances with 4 years standard warranty can purchase 3 years additional warranty. Customers who are buying new appliances with 5 years of warranty can purchase 2 years of warranty.

5. What changes are being introduced with the launch of the new solution package?

FEATURE	BEFORE	NOW
Self-Service Assistance	24x7	24x7 Coming soon: expanded self-help tools (AI tools being tested) for enhanced knowledge base experience
Technical Documentation	Access to basic technical documentation	More comprehensive FAQs and guides available and will continue to be added to Opengear's customer portal
Warranty	4-year standard warranty	Extended 5 years warranty (and option to extend it further to 7 years)
Tech Support	Support available during business hours only	24x7x365 live technician support for Premium tier with SLAs and 8x5 Monday through Friday for Foundation Support
Premium Tech Support	General troubleshooting and technical support	Better PTS hours. For accounts with 1,000+ nodes, a dedicated technical advocate and 60 hours of professional services per year
RMAs	Advanced RMAs determined by support	Advanced hardware replacement (RMAs) for minimized downtime
SLAs	No guaranteed SLAs for issue resolution	Guaranteed SLAs. Defined response and resolution times for all service tiers.

6. Can I upgrade from the standard warranty later?

Absolutely. You can upgrade anytime—and existing customers on 4-year plans can extend or align coverage too. **Reminder: All new units require minimum 1-year Foundation.**

7. What if I have legacy hardware under the 4-year warranty?

You can co-term older units by adding Foundation or Premium support, making renewals easier across your entire deployment.

8. What's the SLA difference between support tiers?

SLA FEATURE	WARRANTY	FOUNDATION	PREMIUM
Coverage	No SLA	8x5	24x7
RMA	Return first	Advanced	Advanced w/ Priority Shipping
Response Time	–	~4 hours	Escalated (P1/P2)
Shipping	Standard	Next Business Day	Overnight / Priority (where available)

9. I'm an MSP. Can I bundle support across clients?

Yes—Premium Support is ideal for MSPs managing multiple customers. Multi-tenant contract options are available. Contact sales to tailor a plan.

10. What do I get with 1,000+ nodes under Premium?

Big deployments unlock big value:

- A Dedicated Support Advocate
- 60 hours/year of professional services, including:
 - Remote config & installs
 - Firmware/software upgrades
 - Custom scripting & consulting

Note: Hours reset annually—unused time doesn't roll over.

11. Are SLAs transferable across regions?

Yes—SLAs follow the device globally. However, shipping times, import duties, and local service variations may apply. Details: [Opengear Terms](#)

12. What about EOL units or older firmware?

As long as the device isn't End-of-Support, you can still purchase extended coverage. Stay up to date with lifecycle and firmware notices.

13. How do I use my 60 professional services hours (Premium, 1,000+ nodes)?

Your dedicated advocate will coordinate scheduling. Hours expire at the end of each calendar year—book early!

14. Where can I find the fine print?

- [Warranty Terms](#)
- [Lighthouse EULA](#)
- [All Terms & Disclaimers](#)

15. What happens if support is requested post-contract expiration?

We'll help in the moment—then route the customer to sales.

Note: One-time post-expiry support is tracked internally, but not publicly promoted.

Additional FAQs from Sales Enablement Sessions

16. Will customers still receive firmware updates without paid support after Year 1?

Yes, for the entire 5-year hardware warranty.

17. Can customers request software-only support?

No, software updates are tied to hardware warranty. Security fixes are considered part of defect coverage.

18. Is advanced RMA included in standard warranty?

No, advanced RMA is only available with Foundation or Premium.

19. Will international logistics affect RMA timelines?

Yes, customs and regional delays may impact shipment times despite internal SLA adherence.

20. Can customers buy more than 5 years support upfront?

Yes, extend to 7 years total via Foundation or Premium.

21. Why is maximum coverage now 7 years instead of 8?

To promote refresh cycles and keep hardware within modern performance and security guidelines.

22. Are low-end SKUs priced fairly under the new model?

Yes, pricing has been adjusted per family popularity and margins to ensure fair TCO.

23. Are we increasing prices?

No, hardware MSRP is lowered and bundled with services to match historical TCO.

24. Will firmware access continue after support ends?

Yes, for the full 5-year hardware warranty.

25. Can support be added to out-of-warranty devices?

Yes, may require backdating and multi-year payment and will be evaluated case by case.

26. Can customers mix Foundation and Premium?

Yes, supported and tracked by serial number.

27. How do customers verify support level?

Through Customer Portal, quotes/invoices, or (pending) optional entitlement certificates.

28. Is Customer Portal use required?

No, but strongly recommended. Email and phone support remain available.

29. What tier maps to legacy support?

Functionally equivalent to Foundation for active warranty units.

30. What if a customer doesn't know their serial number?

Support will assist in retrieving it and continue helping as needed.

31. Can customers buy support for large legacy fleets?

Yes, bulk renewal with co-term options is supported.

