

Opengear Warranty

All Opengear branded appliances include a 4 year standard factory warranty which includes technical support, software updates, and hardware replacement while under warranty.

Extended warranty is available for purchase to extend coverage for years 5 through 8 or until product End of Support date, whichever comes first. Extended warranty ensures ongoing access to technical support, software updates, and hardware replacement for longer-term deployments.

Opengear Technical Support Services

Technical Support

For customers with registered, in-warranty Opengear products, our basic support provides access to experts as needed for technical issue resolution that is demonstrable in the currently supported release(s), during business hours, Monday through Friday, excluding holidays.

<https://opengear.com/product-registration/>

Opengear technical support information is detailed here.

<https://portal.opengear.com/customerservice/s/article/TechnicalSupportforOpengearHardwareProducts661d1bda53177>

Opengear RMA procedures are detailed in this article.

<https://portal.opengear.com/customerservice/s/article/RMAprocedures661d27e69bddb>