

FAQ

Power Cords

Starting July 1, 2014, in an effort to expand our Green initiatives, Extreme Networks will no longer automatically include power cords with our products.

The goal of this initiative is to reduce the number of power cords that end up in the world's landfills each year. Customers have communicated that, for a variety of reasons, they do not always use the power cords supplied with our products. When power cords are automatically included with each product, customers often discard these un-needed power cords.

Extreme Networks adopted this initiative on a line of switches previously, and once implemented, fewer than half of the orders also included line items for Power Cords. For this product line alone, this initiative prevented several tons of power cords from going into the landfills.

Customers that wish to have power cords supplied along with their order should be sure to specify a Power Cord on their purchase order.

The product families that will no longer ship with power cords are:

- Wireless appliances and external power supplies
- Software and security appliances
- Fixed edge switches: 800-Series, A4, B5, C5 and D2
- Power supplies for G3 and I3 switches
- Power supplies for the S-Series, K-Series, 7100G-Series and 7100K-Series

The following link will help facilitate the ordering of correct power cables for affected products:

www.extremenetworks.com/product/powercords/

If you have questions regarding ordering power cords please contact your local Channel Account Manager or Sales Manager.

Frequently Asked Questions

QUESTION	ANSWER
What benefit is there for the customer to make this change?	The customer will now have the flexibility to choose the appropriate cord for their installation and country and the environment is greener!
If a power cord is sourced locally, will this void the customer's warranty?	No, as long as the customer uses a power cord that meets or exceeds the Extreme Network's power cord specifications.
If a power cord is sourced locally, will this affect the service contract terms?	No, as long as the customer uses a power cord that meets or exceeds the Extreme Network's power cord specifications.
Where does the customer find the specifications for the power cord?	In the technical specifications section of the Hardware Installation Guide for the product or on the Power Cords Product Page located at: www.extremenetworks.com/product/powercords/
Will power cords be shipped with the replacement hardware sent out in support of an RMA?	No, the customer will need to retain the power cord.
What happens if the customer sends back a power cord with their RMA'd product?	They will need to purchase a new one; however, for Advance Hardware Replacements, the customer receives the replacement system (without the power cord) prior to shipping back the defective unit. This signals them to retain the power cord.
What about orders that were submitted prior to July 1st, but will be fulfilled after July 1st?	We will include the Power Cords along with these orders with no change to the PO.
What about Quotes that were created prior to July 1st?	Power Cords will be provided for all Quotes that were approved prior to July 1st. All new requests must be quoted per the new process and must include the power cord if a power cord is desired.
I do not see the Summit Switches or BD Products/Power Supplies listed here. Will Power cords be included with these products?	No. Power cords are not included with these products. This process was adopted on these products three years ago.



<http://www.extremenetworks.com/contact> / Phone +1-408-579-2800

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