

RIVO MULTITRADE OPTICAL SYSTEMS

Enterprise-grade optical router with 400G warranty



Overview

AGR560 The AGR560 is a high-performance 400GbE aggregation router that consists of fixed 12 x 400G QSFP-DD (23 W) and 24 x 100G Cisco Enterprise Router Sel.

Key Takeaways

Standard OEM warranties for enterprise 400G optical routers typically cover 90 days to 1 year, with extended support contracts available to prolong coverage. Standard Warranty Coverage

Most enterprise networking vendors provide limited hardware warranties that cover defects in materials and workmanship under normal use. For example, Juniper Networks offers a 1-year hardware warranty starting from the shipment date, with the option for replacement or repair of defective units. Software media is generally covered for 90 days under the same warranty terms, and coverage is limited to the original purchaser from an authorized reseller (Juniper Networks) . Cisco provides similar coverage, with standard hardware warranties ranging from 90 days to 1 year, depending on the product family, and offers tools like the Warranty Finder to check specific product IDs . TP-Link's business-class products also follow a limited warranty model, covering defects for the original purchaser and excluding refurbished or second-hand units .

Extended Support Options

To extend warranty coverage beyond the standard period, vendors offer support contracts such as Cisco SmartNet, Juniper J-Care, or Arista A-Care. These contracts typically extend hardware and software support for additional years, often at 8–15% of the list price annually, and may include advanced replacement services, technical support, and firmware updates . Extended support is particularly valuable for high-cost 400G routers, ensuring minimal downtime and access to replacement parts.

Lifecycle Considerations

Enterprise 400G optical routers are designed for modular upgrades and long-term operation, but their effective lifecycle is influenced by technology transitions, such as the move from 400G to 800G networks, and AI-driven infrastructure demands. While hardware may physically last 5–7 years or longer, OEM warranties typically cover only the first year, making extended support contracts essential for maintaining coverage throughout the operational lifecycle . Environmental factors like heat, dust, and power quality can also affect hardware longevity and warranty claims.

Key Takeaways

- Standard warranty: 90 days (software) to 1 year (hardware) for defects under normal use.
- Extended support: Optional contracts can prolong coverage and provide advanced replacement and technical support.
- Lifecycle alignment: Warranties may not cover the full operational life of 400G routers; planning for extended support ensures protection during technology refresh cycles.
- Eligibility: Coverage is generally limited to original purchasers and authorized resellers; refurbished or second-hand units may not qualify. For enterprise deployments, it is recommended to verify the specific warranty terms for your 400G router model and consider an extended support contract to align with expected operational and refresh cycles.

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