



ProLabs

Transforming Network Connectivity



OEM Position on Compatible Transceivers

- It is common practice when you buy transceivers for your switch, to order them from your network equipment manufacturer. However the switch vendor does not manufacture these, and often transceivers are viewed as an accessory product.
- OEM's mislead customers about possible warranty issues when using 3rd party components to protect their sales channel and maintain extremely high margins through “tie in” sales.
- OEM's cannot deny warranty support on the router or switch using 3rd part compatible transceivers. OEM's rarely divulge this, although most of them state their support guidelines on their websites to support this.
- In the US [Magnuson-Moss Act](#) prohibits a manufacturer from revoking warranty support merely for the *use* of third party hardware. Similar legislations exist in other countries.

Cisco 3rd Party Guidelines

Cisco Guideline: [Google “Cisco 3rd Party Policy”](#)

www.cisco.com/c/en/us/products/prod_warranty09186a00800b5594.html

- The Cisco guideline for support and warranty services for the use of third-party memory, cables, gigabit interface controllers (GBICs), filters, or other non-Cisco components is as follows:
 - When a customer reports a product fault or defect and Cisco believes the fault or defect can be traced to the use of third-party memory products, cables, GBIC's, filters, or other non-Cisco components by a customer or reseller, then, at Cisco's discretion, Cisco may withhold support under warranty or a Cisco support program such as SMARTnet™ service.
 - When a product fault or defect occurs in the network, and Cisco concludes that the fault or defect is not attributable to the use of third-party memory, cables, GBICs, filters, or other non-Cisco components installed by a customer or reseller, **Cisco will continue to provide support for the affected product under warranty or covered by a Cisco support program.**

HP 3rd Party Guidelines

From HP [Website](#):

h40059.www4.hp.com/warranty/information/faq.php

(Q17) Will my warranty be affected if I install a non-HP upgrade/option in my HP product ?

- HP warranty extends only to HP products and options. If you install a non-HP option into your HP product and this option then fails, you must contact the supplier for warranty cover on that item.
- **The warranty on your HP product will not be affected by the installation of a non-HP upgrade/option** unless your HP product is damaged as a result of installation and/or operation of a third party option, such damage will not be covered by HP warranty.
- If your HP product is not operating correctly, you may be asked to verify that any non-HP option is not responsible for the problem by uninstalling any such items.

Juniper third party guideline

- From Juniper website

http://www.juniper.net/techpubs/en_US/release-independent/junos/topics/reference/general/transceiver-m-mx-t-series-standards-by-model.html

If you are having a problem running a Juniper Networks device that is using a third-party optic or cable, the Juniper Networks Technical Assistance Center (JTAC) can help you diagnose the source of the problem. Your JTAC engineer might recommend that you check the third-party optic or cable and potentially replace it with an equivalent Juniper Networks optic or cable that is qualified for the device.

Arista third party policy

- From Arista website:

https://www.arista.com/assets/data/pdf/40G_FAQ.pdf

Q. Can a customer use third party QSFP+ to QSFP+ and SFP+ cables?

A. **Arista does not restrict the use of third party copper cables.** These cables need to comply with the IEEE specifications, to allow them to be correctly recognized by the Arista switch. Interfaces with cables not recognized correctly will be disabled.

ProLabs complies with IEEE specification!

Brocade 3rd Party Guidelines

From Brocade [Website](#):

http://www.brocade.com/downloads/documents/html_product_manuals/VDX6710_QSG_03/wwhelp/wwhimpl/common/html/wwhelp.htm#href=53_1002338_03_6710_QS.1.28.html&single=true

- To monitor the transceivers, the show media command output shows the transceiver information for all interfaces on the switch. **Third party transceivers are allowed. Brocade will provide support for such a system but may require that a Brocade transceiver be used for troubleshooting.**



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THIRD PARTY COMPONENTS SUPPORT

Palo Alto Networks, Inc. has the following policy regarding the use of third party transceivers, power supplies, hard drives, or other components used within the Palo Alto Networks devices.

- If a customer uses a third-party component in a Palo Alto Networks device, and a fault is traced to the use of this third-party component, then at Palo Alto Networks' discretion, support and warranty service may be withheld.
- If a product fault is determined to not be related to the use of third-party components, then Palo Alto Networks will continue to support the customer per our standard support policies.
- At no time will hardware RMA support be provided on third-party components. If hardware is replaced and the fault is determined to have been caused by the installation of a third-party component, Palo Alto Networks reserves the right to charge for reasonable time and material rates for the service provided.

Extreme Networks third party optics guideline

- From Extreme Networks website

http://documentation.extremenetworks.com/pluggable/PluggableHardware/Tech_Specs_App/c_using-thirdparty-optical-modules.shtml

http://extrcdn.extremenetworks.com/wp-content/uploads/2014/05/Pluggable_HW_IG_Rev15.pdf

Historically, **Extreme Networks customers were not technically restricted from integrated use of non-approved 3rd party optical devices to attach to high-speed ports.** In keeping with standard industry practices, to maximize overall product quality and reduce servicing challenges, **Extreme Networks will restrict the integration of non-qualified 3rd party optical devices within 40G and 100G product environments, unless you purchase the EXOS 3rd Party 40G/100G Optics feature license to allow such integration.**

- ProLabs 40G transceiver operate without the need for license beyond 90 days
- Customers who bought switches before 15.5 EXOS release will receive the license for free
<https://gtacknowledge.extremenetworks.com/articles/Solution/3rd-Party-40G-100G-licensing>

- http://m.ibm.com/http/www-947.ibm.com/systems/support/machine_warranties/faq_upgrade_and_software.html

- **Will adding third-party memory or disk drives void the IBM warranty?**

A: Adding third-party items **does not void the IBM Machine warranty** unless the third-party item causes an IBM Machine to fail. If there is a warranty or service implication, you may be asked to remove the third-party item, or have the IBM Machine inspected and qualified before IBM will proceed with warranty service.

... the same applies to transceivers ...

IBM - Lenovo - Rackspace

- <http://www-01.ibm.com/support/docview.wss?uid=isg3T1021937>

Lenovo does not restrict the use of all third party products. The Lenovo guideline for support and warranty services for the use of third-party products and other non-Lenovo products is as follows

- When a customer reports a network issue and Lenovo believes the issue can be traced to the use of third-party products by a customer or business partner, then, at Lenovo's discretion, Lenovo may withhold support under warranty or a Lenovo solution support program till the products are replaced with Lenovo supported products. If the third-party products have led to a hardware defect, the warranty will be void on the affected product.
- When an issue occurs in the network, and Lenovo concludes that the issue is not attributable to the use of third-party products by a customer or business partner, Lenovo will continue to provide support for the affected product under warranty or covered by a Lenovo solution support program.

OEM warranty

- Although OEMs claim superior quality and reliability of their transceivers, this is not reflected by their warranty terms

OEM	Warranty duration
Cisco	1 year
Arista	1 year
IBM/Lenovo	1 year
Juniper	1 year
Brocade	13 months
Huawei	1 year
Extreme	1 year
HP X244, X242, X132, X131, X129, X122, X121, X119, X112, X111	Lifetime (*)
HP X240, X170, X160, X150, X140, X135, X130, X125, X124, X120, X115, X114, X110	1 year

(*) Exclusions apply: <http://h20564.www2.hp.com/hpsc/doc/public/display?docId=c04576975>
Some of these devices are close to EOL/EOS

OEM warranty

OEM	Warranty duration
D-Link	2 years
Allied Telesis	2 years
Ciena	1 year



Magnuson-Moss Warranty Act

« Tie-in » Sales Provision Explained

Magnuson-Moss Warranty Act

- The Act severely restricts an OEM's ability to employ warranty tie-in sales provisions. The Act prohibits manufacturers from linking a warranty to the use of branded products sold by the same manufacturer.
- The Magnuson Moss Act 1975 was passed to protect consumers from “tie-in” sales. The law states that warrantors cannot require that branded parts be used with the product in order to retain the warranty.
- This is commonly referred to as the “tie-in” sales provisions, and is frequently mentioned in the context of third-party computer parts, such as, hard drives and GBICs/SFP's.



Thank you!

www.prolabs.com