

Meraki Care Technical Support and Warranty

Overview

Expert Support for Your Meraki Networks

Business-class wireless networks need to be fast, reliable, and easy to use. Meraki gives you the world-class customer support you need to ensure that you are delivering the highest levels of service to your business.



Meraki Care Support Features

Highly Trained Personnel

Our support team is integrated with our engineering team and based at Meraki headquarters in California. No third parties or phone screeners stand between you and our support engineers. Every member of our support team is an expert on the Meraki system.

Live Business Hour Phone Support

Meraki's US-based technical support team is available for live phone support from 7:00 AM to 6:00 PM PST.

Knowledge Base

The Meraki Knowledge Base provides a continuously updated set of technical articles and trouble-shooting tips, and is easily searchable and accessible from any web browser.

Online Case Based Support

Meraki provides a self-service portal that allows you to submit, manage, and monitor your cases online from your Dashboard account.

Firmware and Software Updates

Unlike other centralized wireless solutions, Meraki takes the pain out of managing software and firmware upgrades. Your network is always running the most current, tested version of our software.

There When You Need It

There are no per case or per incident limits. You will receive high-quality support for the duration of your support agreement.

How to Purchase

Meraki Care is included with your Meraki Cloud Controller license. Customers with the Meraki Enterprise Cloud Controller receive Meraki Care Enterprise support and Pro Cloud Controller customers receive Meraki Care Pro support.

Meraki Care Support Levels

Support Benefit	Pro	Enterprise
Access to Knowledge Base	✓	✓
Online Case-Based Support	✓	✓
Firmware and Software Upgrades and Updates	✓	✓
Live Business Hour Phone Support (7-6 PST)		✓
Response Time	24 hours	2 hours

Meraki Hardware Warranty

Meraki stands behind its products. All Meraki hardware comes with either a one year or lifetime warranty, as specified on the relevant Meraki data sheet. Products covered by the Meraki lifetime warranty are eligible for advance-shipment at no additional cost.

Please see the Meraki EULA for additional information about Meraki's warranty policies.