
Returns (RMAs), Warranties and End-of-Life Information

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If your Cisco Meraki device fails and the problem cannot be resolved by troubleshooting, [contact Support](#) to address the issue. Once Support determines that the device hardware is in a failed state, they can process an RMA and send out a replacement device free of charge. Support will give you a reference number to manage your RMA, including returning the failed device, using the [POWR tool](#).

More details on how to generate return label can be found here: [Quick Start Guide](#)

Note that, for end-customer device security, RMAs may only be requested by Organization Admins (Read Only or Full), or Network Write Admins (only for devices in networks of which they are Admins). Meraki Support will not process RMAs unless the support agent can verify the requester has sufficient network permissions.

For more information about Cisco Meraki returns, please refer to our [Return Policy](#).


 **Note:** Return policy terms may vary by region. Please refer to the **Regional Return Policies** section of [the Return Policy documentation](#) for region-specific terms.

Hardware Returns


If you are experiencing hardware issues, please contact Cisco Meraki support by logging in to Dashboard (**Help > Get help**) or by [calling us](#).

To request a warranty Return Materials Authorization (RMA), please [call Cisco Meraki technical support](#). Unless you have purchased Cisco RMA Upgrade (formerly Meraki Now), advance replacement orders will ship within 1 business day on a best case effort basis.

Additional information about Cisco Meraki's hardware warranty can be found in [Cisco Meraki's End Customer Agreement](#).

 **Note:** Devices that are dormant (grey status) and not connected or seen by the Meraki Dashboard require a photograph of the device with the serial number to process the RMA.

This does not apply to devices that have failed and show as recently offline in Dashboard (red status), or devices that are being RMA'ed for other reasons.

 Customer must return defective parts in accordance with Cisco's return materials authorization (RMA) procedure located at [www.cisco.com](#) within ten (10) calendar days of receipt of the replacement parts. If Customer has not returned the defective parts (which must conform in quantity and serial number to the RMA request) within thirty (30) calendar days of receipt of the replacement parts, Cisco may:

- charge Customer for the full list price (not discounted) of the parts not returned; and
- reduce or deny Services until the parts are returned or payment for non-return is made.

This policy also applies to returns facilitated by Cisco authorized resellers.



You must have a current service contract to return a defective part for replacement. The type of maintenance contract purchased determines when your replacement part is received. See the [list of service contract types](#).

If you require an extension to due date because of special circumstances, [contact Cisco Asset Recovery](#) to request approval.

Warranty Coverage Period

Cisco Meraki stands behind its products. Hardware products generally come with a 1-3 year warranty or lifetime warranty.



The below table is a general guideline for warranty terms and is not final. Warranty terms are subject to printed warranty information on the relevant datasheets located in the "Notes" column of the table below, or on the [Explore Collateral](#) page of the Cisco Meraki website.

Some general warranty term lengths can be found below:

Product/Category	Warranty Period***	Notes
MX or Z-Series	Lifetime**	Refer to datasheets on the MX Overview and Specifications page for warranty information.
MG	Lifetime**	Refer to datasheets and technical specifications on the MG Datasheets page for warranty information.
MS/CS (e.g. MS120, MS350, C9300-M)	Lifetime**	
Indoor MR/CW	Lifetime**	Applies to MR device and ethernet cables in box Refer to datasheets on the MR Overview and Specifications page for warranty information and indoor/outdoor use.
Outdoor MR/CW	1 Year	Refer to datasheets on the MR Overview and Specifications page for warranty information and indoor/outdoor use.
MV Gen 1 and MV2	3 Years	Includes MV21, MV71, MV2
MV Gen 2 and beyond (e.g. MV12, MV32, MV63)	5 Years	Does not include MV2
MT Sensors	3 Years	Includes all MT sensors
Accessories*	1 Year	The following are considered accessories: Meraki SFP Modules, twinax/SFP+ cables, stacking cables, all mounting kits and stands, antennas, interface modules, additional power cords, PoE injectors, MT accessories



*Original and replacement modular power supply units and fans for MS and MX Products are included in lifetime warranty and not the 1-year warranty for accessories.

**Product lifetime ends concurrently with product End-of-Support (EOST) Date as described in Cisco Meraki's [End of Life \(EOL\) Policy](#).

***The Warranty Period commences on the date Hardware is shipped to the original purchaser as outlined in [Cisco's General Terms](#)



Note: Causes of performance issues that are beyond the reasonable control of Cisco Meraki are not included in the scope of the warranty.

For more information, refer to the [Service Level Warranty](#) or [Cisco's General Terms](#)



Note: a warranty is **not** the same as a license.

Example: MR74 can have a valid 3-year Enterprise MR license, but that is separate from the 1-year warranty coverage period. In the given scenario, the MR device is not replaceable after the coverage period ends, regardless of license validity.

Shipments for Warranty RMAs

Cisco can only ship warranty RMAs to the original shipping country/region as listed on the original order.

Please note, this is not necessarily the registered customer address, but where Cisco physically shipped the order.

[Cisco's Warranty Policy](#)

Purchasing a service contract, like Cisco RMA Upgrade, will allow the shipment to alternate countries based on the Install address listed in [CCW-R](#). Availability of service contracts is based on the [Service Availability Matrix \(SAM\)](#). If you are interested in purchasing a service contract, please work with your Cisco Sales team or preferred Cisco approve Partner.

Troubleshooting before Returns

Prior to performing an RMA, Cisco Meraki Support will need to verify that some basic troubleshooting has been performed to resolve common issues. Please refer to the following articles for common symptoms and troubleshooting steps:

- [Troubleshooting a Faulty MR Access Point](#)
- [Troubleshooting a Faulty MS Switch](#)
- [Troubleshooting a Faulty MX Security Appliance or Z-Series Teleworker Gateway](#)
- [Troubleshooting a Faulty MG Cellular Gateway](#)
- [Troubleshooting a Faulty MV](#)



Note: Meraki Support may request a video of the device during normal device failure analysis, identification, and troubleshooting.

Product Trial Returns

If you would like to return units from a product [trial](#), please go to your product trial webpage (using the link your rep provided you with) and go to the [returns tab](#) to fill out the [RMA request form](#). After you submit the RMA, you will receive an RMA number and be directed to [Cisco's Product Online Web Returns](#)

[\(POWR\)](#) tool to schedule carrier pick up or print a pre-paid return label to return the trial.

Refund Requests

Effective October 26, 2025, the Meraki return policy will be fully aligned with Cisco's "All Sales are Final" return policy. As of this date, the Meraki "license-only" exception has been retired and is no longer in effect.

To initiate a return with credit, eligible requestors with CCO access from the billing party must submit requests in [CCW Returns Tool](#).

In accordance with Cisco's "All sales are final" policy, all return with credit requests including license only returns are subject to Cisco's approval. Please see the [Standard Terms and Conditions of Sale](#) for a list of terms and condition by region. For additional information, please contact your Cisco sales representative.

Return procedure may vary depending on the type of return being requested. Refer to the [Return a Product](#) page for more information and complete instructions.

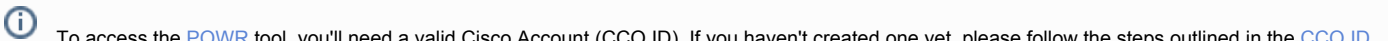
Refer to following **CCW Ordering Guides** for subscription changes and cancellations:

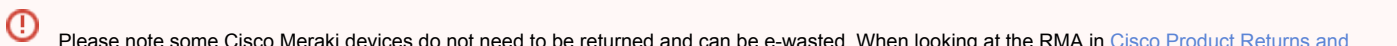
- [Cisco Networking Subscription Licensing](#)
- [Meraki Subscription Licensing](#)

After returning licenses, the original license key will be invalidated. If any licenses from the order were not returned, a new license key will be generated for the remaining licenses. This new license key will be emailed to the individual(s) who submitted the RMA request. If the original key was previously claimed to an organization, the new license key will automatically take its place (no need for further action).

Returning Your Faulty Device

- Please return units in their entirety, with all accessories that shipped in the original box.
- Please use the original shipping carton and packaging material. If this is not possible, use another shipping carton with padding to protect the units from damage during shipping. **DO NOT** ship a product without a carton.
- The customer will be charged for product that is damaged due to insufficient packaging.
- Once you have received your RMA number from Cisco Meraki via email, write this RMA number in large letters on the exterior of the shipping carton. Shipments to Cisco Meraki without an RMA approval will not be processed.
- To return the defective device you will need to generate a shipping label via the [POWR](#) tool. You can follow the directions given on the [Cisco Returns Portal](#) to generate a shipping label and also to request a pickup of the shipment.
 - **Return labels cannot be emailed or mailed. Labels are only generated via [POWR](#).**

 To access the [POWR](#) tool, you'll need a valid Cisco Account (CCO ID). If you haven't created one yet, please follow the steps outlined in the [CCO ID Registration](#) article to get started.

 Please note some Cisco Meraki devices do not need to be returned and can be e-wasted. When looking at the RMA in [Cisco Product Returns and Replacements](#) (PRR), if there is no "Return" tab, the device does not need to be returned. Cisco Meraki Support can confirm this for you if you cannot view the RMA in PRR.

You can engage the Cisco "[Takeback and Reuse](#)" program. Please note you will need to log in with your CCO ID.

Avoiding Licensing Issues After Replacing Device

When adding the replacement device to your Dashboard network, you may see a [licensing compliance warning](#) if that additional device caused your [total device count to exceed your licensed limit](#).

Once the replacement device has been added to a network, it is recommended to [remove the faulty device from its Dashboard network](#). The faulty device may remain in your [inventory](#), but as long as it is not currently in a network it will not count toward your device limit.

Product End-of-Life (EOL)

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Cisco Meraki may find it necessary to discontinue products for a number of reasons, including product line enhancements, market demand, technology innovation, or if the product simply matures over time and needs to be replaced by something functionally richer. We have set our end-of-life (EOL) policy to help customers better manage their product end-of-life transition.



Please refer to the [Product End-of-Life \(EOL\) Policy](#) page for more information.

For more information on RMAs and warranties with end-of-life products, please refer to the [Returns \(RMAs\), Warranties and End-of-Life Information](#) page.

Summary

- **End-of-sale (EOS) announcement:** Date of official end-of-sales notice, typically six months prior to the last order date.
- **End-of-sale date:** The last date to order the product through Cisco Meraki point-of-sale outlets. After this date, the product is no longer available for sale via any channel.
- **End-of-support (EOST) date:** The last date a product will be affirmatively supported by Cisco Meraki, typically five years following the EOS date.
- **Complete summary of Meraki End-of-Sale product announcements and relevant milestones in a machine-readable format:** [<Download report>](#)

End-of-Life Products



If the SKU of a product is not shown below, then the announcement for the end-of-sale and end-of-support for the product may not have been made yet.

Product	Announcement	End-of-Sale Date	End-of-Support Date
Cisco Meraki Systems Manager	Dec 03, 2025	June 03, 2026	June 03, 2029
MS210 Series	Oct 30, 2025	April 30, 2026	April 30, 2031
MS225 Series	Oct 30, 2025	April 30, 2026	April 30, 2031
MV Gen 2 Cameras	Aug 11, 2025	Dec 31, 2025	Dec 31, 2030
MG51E-HW	May 30, 2025	Nov 28, 2025	May 30, 2030
MG51-HW	May 30, 2025	Nov 28, 2025	May 30, 2030
MR56-HW	Feb 07, 2025	Aug 07, 2025	Aug 7, 2030
MA-MNT-MV-61	Nov 26, 2024	Nov 26, 2024	Oct 17, 2029

Product	Announcement	End-of-Sale Date	End-of-Support Date
MS355-48X2-HW	Aug 28, 2024	Aug 8, 2025	Aug 8, 2030
MS355-24X2-HW	Aug 28, 2024	Aug 8, 2025	Aug 8, 2030
MS355-24X-HW	Aug 28, 2024	Aug 8, 2025	Aug 8, 2030
MS350-48FP-HW	Aug 28, 2024	Aug 08, 2025	Aug 8, 2030
MS350-48-HW	Aug 28, 2024	Aug 8, 2025	Aug 8, 2030
MS350-24X-HW	Aug 28, 2024	Aug 8, 2025	Aug 8 2030
MS250 Series	Aug 28, 2024	Aug 8, 2025	Aug 8, 2030
MS350-24-HW	Aug 28, 2024	Jul 11, 2025	Aug 8, 2030
MS355-48X-HW	Aug 28, 2024	May 30, 2025	Aug 8, 2030
MS350-48LP-HW	Aug 28, 2024	May 30, 2025	Aug 8, 2030
MS350-24P-HW	Aug 28, 2024	May 30, 2025	Aug 8, 2030
LIC-GX-UMB-1Y	Apr 29, 2024	Apr 29, 2025	Apr 29, 2029
GX50-HW-US	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GX50-HW-UK	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GX50-HW-EU	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GR62-HW-US	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GR62-HW-UK	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GR62-HW-EU	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GR12-HW-UK	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-PWR-CORD-US	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-PWR-CORD-UK	Apr 29, 2024	Apr 29, 2025	Apr 29, 2025
GA-PWR-CORD-EU	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-PWR-ADP-1	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-PWR-90WAC	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-PWR-50WAC	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-PWR-30WAC	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-PWR-12W-US	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-PWR-12W-UK	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-PWR-12W-EU	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027

Product	Announcement	End-of-Sale Date	End-of-Support Date
GA-MNT-MID-1	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-MNT-GR-2	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-MNT-GR-1	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GA-MNT-CLG-1	Apr 29, 2024	Apr 29, 2025	Apr 29, 2027
GR12-HW-US	Apr 29, 2024	Jan 9, 2025	Apr 29, 2027
GR12-HW-EU	Apr 29, 2024	Jan 9, 2025	Apr 29, 2027
LIC-GX-UMB-5Y	Apr 29, 2024	Apr 29, 2024	Apr 29, 2029
LIC-GX-UMB-3Y	Apr 29, 2024	Apr 29, 2024	Apr 29, 2029
MS390 Series	Apr 4, 2024	Mar 28, 2025	Mar 28, 2032
MS390-48UX2-HW	Apr 4, 2024	Feb 13, 2025	Apr 4, 2032
MS125 Series	Mar 28, 2024	Mar 28, 2025	Mar 28, 2030
MS120 Series	Mar 28, 2024	Mar 28, 2025	Mar 28, 2030
MS120-8FP-HW	Mar 28, 2024	Feb 20, 2025	Mar 28, 2030
MS410 Series	Mar 28, 2024	Sep 28, 2024	Sep 28, 2029
MS425 Series	Mar 28, 2024	Jun 24, 2024	Sep 28, 2029
MG21-HW-WW	Mar 18, 2024	May 31, 2025	May 31, 2029
MG21-HW-NA	Mar 18, 2024	May 31, 2025	May 31, 2029
MG21E-HW-NA	Mar 18, 2024	Sep 18, 2024	Sep 18, 2029
MG21E-HW-WW	Mar 18, 2024	Jul 10, 2024	Sep 18, 2029
Z3C-HW-NA	Mar 4, 2024	Sep 4, 2024	Sep 4, 2029
Z3-HW	Mar 4, 2024	Sep 4, 2024	Sep 4, 2029
LIC-MI-XS (1D, 1YR, 3YR, 5YR, 7YR, 10YR)	Jan 26, 2024	Jul 26, 2024	Jul 26, 2029
LIC-MI-XL (1D, 1YR, 3YR, 5YR, 7YR, 10YR)	Jan 26, 2024	Jul 26, 2024	Jul 29, 2029
LIC-MI-S (1D, 1YR, 3YR, 5YR, 7YR, 10YR)	Jan 26, 2024	Jul 26, 2024	Jul 29, 2029
LIC-MI-M (1D, 1YR, 3YR, 5YR, 7YR, 10YR)	Jan 26, 2024	Jul 26, 2024	Jul 29, 2029
LIC-MI-L (1D, 1YR, 3YR, 5YR, 7YR, 10YR)	Jan 26, 2024	Jul 26, 2024	Jul 29, 2029
GX20-HW-US	Jan 22, 2024	Jun 20, 2024	Jun 20, 2026
GX20-HW-UK	Jan 22, 2024	Jun 20, 2024	Jun 20, 2026
GX20-HW-EU	Jan 22, 2024	Jun 20, 2024	Jun 20, 2026

Product	Announcement	End-of-Sale Date	End-of-Support Date
EAB-VMX100-5Y	Dec 12, 2023	Dec 13, 2023	Dec 22, 2027
EAB-VMX100-3Y	Dec 12, 2023	Dec 13, 2023	Dec 22, 2027
E3N-VMX 100	Dec 12, 2023	Dec 13, 2023	Dec 22, 2027
MR70-HW	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-9	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-8	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-7	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-6	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-5	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-4	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-3	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-2	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-11	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-10	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
MA-MNT-MR-1	Aug 18, 2023	Feb 19, 2024	Feb 19, 2029
Z3C-HW-WW	Aug 11, 2023	Feb 11, 2024	Feb 11, 2029
GS110-8P (UK)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-8P (EU)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-8 (US)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-8 (UK)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-8 (EU)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-48P (EU)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-48 (UK)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-48 (EU)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-24 (US)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-24 (UK)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-24 (EU)	Feb 24, 2023	Aug 24, 2023	Aug 24, 2025
GS110-24P (UK)	Feb 24, 2023	Jun 28, 2023	Aug 24, 2025
GS110-24P (EU)	Feb 24, 2023	Jun 28, 2023	Aug 24, 2025

Product	Announcement	End-of-Sale Date	End-of-Support Date
GS110-8P (US)	Feb 24, 2023	Jun 1, 2023	Aug 24, 2025
GS110-48P (US)	Feb 24, 2023	Jun 1, 2023	Aug 24, 2025
GS110-48 (US)	Feb 24, 2023	Jun 1, 2023	Aug 24, 2025
GS110-24P (US)	Feb 24, 2023	Jun 1, 2023	Aug 24, 2025
GS110-48P (UK)	Feb 24, 2023	Mar 9, 2023	Aug 24, 2025
MA-MNT-MR-H3	Dec 19, 2022	Jun 13, 2023	Jun 13, 2028
MA-MNT-MR-H1	Dec 19, 2022	Jun 13, 2023	Jun 13, 2028
MR20-HW	Dec 19, 2022	Jun 1, 2023	Jun 13, 2028
GR60 (US)	Oct 21, 2022	Apr 24, 2023	Apr 24, 2025
GR60 (UK)	Oct 21, 2022	Apr 24, 2023	Apr 24, 2025
GR60 (EU)	Oct 21, 2022	Apr 24, 2023	Apr 24, 2025
GR10 (US)	Oct 21, 2022	Apr 24, 2023	Apr 24, 2025
GR10 (UK)	Oct 21, 2022	Apr 24, 2023	Apr 24, 2025
GR10 (EU)	Oct 21, 2022	Apr 24, 2023	Apr 24, 2025
MR30H-HW	Mar 25, 2022	May 31, 2022	Jul 26, 2027
MR55-HW	Feb 15, 2022	Apr 7, 2022	Aug 1, 2027
MX64-HW, MX64W-HW	Jan 26, 2022	July 26, 2022	July 26, 2027
MA-INJ-4-XX (AU, CN, EU, UK, US)	Oct 29, 2021	Nov 30, 2021	Nov 30, 2022
MS390 4x10GE Module (MA-MOD-4x10)	Aug 30, 2021	Nov 1, 2021	TBD
MX100-HW	Aug 10, 2021	Feb 1, 2022	Feb 1, 2027
MX84-HW	Aug 10, 2021	Oct 31, 2021	Oct 31, 2026
MA-INJ-5	Jun 1, 2021	Jun 29, 2021	N/A
MR42-HW	Jan 27, 2021	Jul 14, 2022	Jul 21, 2026
MR42E-HW	Jan 27, 2021	Apr 22, 2022	Jul 21, 2026
MR53E-HW	Jan 27, 2021	Apr 7, 2022	Jul 21, 2026
MR52-HW	Jan 27, 2021	Apr 7, 2022	Jul 21, 2026
MR74-HW	Jan 27, 2021	Jul 21, 2021	Jul 21, 2026
MR45-HW	Jan 27, 2021	Jul 21, 2021	Jul 21, 2026
MR84-HW	Jan 27, 2021	May 7, 2021	Jul 21, 2026

Product	Announcement	End-of-Sale Date	End-of-Support Date
MR53-HW	Jan 27, 2021	May 7, 2021	Jul 21, 2026
MR33-HW	Jan 27, 2021	May 7, 2021	Jul 21, 2026
vMX100	Sep 29, 2020	Dec 22, 2020	Dec 22, 2027
MV21-HW, MV71-HW	Mar 19, 2019	Jun 19, 2019	Jun 19, 2026
MX65-HW, MX65W-HW	Nov 20, 2018	May 28, 2019	May 28, 2026
MC74-HW	Sep 27, 2018	Oct 1, 2018	Apr 1, 2019
Z1-HW (US, UK, EU, AU)	April 27, 2018	July 27, 2018	July 27, 2025
MX600-HW	Feb 28, 2018	May 20, 2018	May 20, 2025
MX400-HW	Feb 28, 2018	May 20, 2018	May 20, 2025
MS220-8-HW, MS220-8P-HW	Jan 9, 2018	Sep 21, 2018	Sep 21, 2025
ANT-10	Sep 6, 2017	Sep 11, 2017	Sep 11, 2024
MR62-HW	Aug 15, 2017	Nov 15, 2017	Nov 15, 2024
MR66-HW	Jun 7, 2017	Jun 9, 2017	Jun 9, 2024
MS220 Series	Mar 16, 2017	Jul 29, 2017	Jul 29, 2024
MR72-HW	Mar 7, 2017	Apr 30, 2017	Apr 30, 2024
MR32-HW	Jan 18, 2017	Apr 30, 2017	Jul 31, 2024
MS320 Series	Dec 8, 2016	Mar 31, 2017	Mar 31, 2024
MR18-HW	Dec 8, 2016	Feb 13, 2017	Mar 31, 2024
MS420 Series	Aug 1, 2016	Oct 31, 2016	Oct 31, 2023
MR34-HW	Aug 1, 2016	Oct 31, 2016	Oct 31, 2023
MR26-HW	Feb 9, 2016	May 9, 2016	May 9, 2023
AC-MR-1-XX(AU, EU, UK, US)	Feb 9, 2016	May 9, 2016	May 9, 2023
MX80-HW	Jan 26, 2016	Aug 30, 2016	Aug 30, 2023
MS320 & MS420 power supplies and fans	Nov 16, 2015	Nov 16, 2015	Nov 16, 2022
MR12-HW	Jul 27, 2015	Oct 24, 2015	Oct 24, 2022
MX60W-HW	Jul 10, 2015	Oct 24, 2015	Oct 24, 2022
MX60-HW	Jul 10, 2015	Oct 24, 2015	Oct 24, 2022
ANT-13	Jan 12, 2015	Apr 24, 2015	Apr 24, 2022
ANT-11	Jan 12, 2015	Apr 24, 2015	Apr 24, 2022

Product	Announcement	End-of-Sale Date	End-of-Support Date
Systems Manager Support License	Sep 22, 2014	Sep 22, 2014	End of customer's license
MR24-HW	Feb 27, 2014	May 31, 2014	May 31, 2021
MR16-HW	Feb 27, 2014	May 31, 2014	May 31, 2021
802.3af PoE Injector	Feb 27, 2014	May 31, 2014	May 31, 2021
MS22/P and MS42/P licenses	Jan 6, 2014	Jan 25, 2014	N/A
SFP/SFP+ Accessories	Nov 5, 2013	Apr 26, 2014	Apr 26, 2021
MX90-HW	Nov 5, 2013	Apr 26, 2014	Apr 26, 2021
MS42P-HW	Nov 5, 2013	Apr 26, 2014	Apr 26, 2021
MS42-HW	Nov 5, 2013	Apr 26, 2014	Apr 26, 2021
MS22P-HW	Nov 5, 2013	Apr 26, 2014	Apr 26, 2021
MS22-HW	Nov 5, 2013	Apr 26, 2014	Apr 26, 2021
OD2	Jul 26, 2012	Oct 30, 2012	Oct 30, 2017
MR58-CAR, MR58-PRO	Jul 26, 2012	Oct 30, 2012	Oct 30, 2017
MR14-HW	May 29, 2012	Aug 30, 2012	Aug 30, 2017
MR11-HW	May 29, 2012	Aug 30, 2012	Aug 30, 2017
MX70-HW	Jan 18, 2012	Mar 31, 2012	Mar 31, 2017
MX50-HW	Jul 15, 2011	Sep 1, 2011	Sep 1, 2016
Indoor	Mar 3, 2011	Jun 30, 2011	Jun 30, 2016
Wall Plug	Sep 3, 2010	Dec 31, 2010	Dec 31, 2015
Solar	Sep 3, 2010	Dec 31, 2010	Dec 31, 2015
Mini	Sep 3, 2010	Dec 31, 2010	Sep 25, 2017

Painting Cisco Meraki Devices

It is sometimes necessary to place APs or cameras in publicly visible areas that require them to blend into their surroundings. With access points, Cisco Meraki typically recommends hiding the AP from view (e.g., above a drop ceiling). However, customers sometimes choose to paint their APs or cameras to match the area where they are mounted.

Points to consider when painting a device:



Because paint has the potential to damage the units, painting does void the Cisco Meraki warranty. There is an exception for indoor Meraki MV smart cameras, see below.*

- Avoid getting paint inside of the unit, especially if painting cameras or indoor APs. Tape over LEDs, antenna connectors, screw holes, the camera dome, etc. to prevent paint from getting inside the chassis.
- The default white color of the device reflects light. Darker colors will absorb more sunlight and may cause the device to overheat.
- Never use paint with metal flakes, lead, carbon, or any other conductive material, as this will greatly degrade the device's ability to operate. This is especially true if used on antennas.

If theft is a concern, APs and cameras can run in "dark mode" which will turn off the LED lights on the unit, making the unit less noticeable at night. Please reference our [documentation](#) for more info.

***Warranty for painting Cisco Meraki MV cameras:**



If the cause of the failure of the MV camera is due to the painting, we will not honor the Warranty.

Under the condition that the below instructions are met, the product warranty is valid and will be honored for painted **INDOOR MVs ONLY**.



This does not apply to OUTDOOR MV cameras; painting outdoor MV cameras will void the warranty.

Conditions:

- The camera lens or lens cover should not be painted.
- Paint must not seep under the casing, chassis, or into the materials at any point.

Things to note when painting cameras:

Product performance **may** deteriorate due to the painting.

- Darker colors absorb more sunlight, which can affect the thermals of the product. This can impact camera's video recording performance such as fluctuation in recording FPS or corrupted video as well as missed object detections.



Meraki Technical Support will not assist in the painting of these cameras. With painted cameras, RMA processing time may be longer than usual due to the further review required before approval.