SONICWALL®

Firewall Warranty

The SonicWall Firewall Warranty Program ensures your network remains secure and reliable by covering specific security incidents and provides guidance for optimal configuration and maintenance. To qualify for warranty benefits, firewalls must meet key requirements, including proper configuration, regular system updates, and activation of essential security services.

Key Requirements

By adhering to the following key requirements and maintaining up-to-date firmware, your SonicWall firewall will be protected against named security incidents under the warranty program, minimizing risks and ensuring robust network performance.

Configuration and Documentation

Firewalls must be configured according to recommended guidelines. An initial configuration snapshot, saved as a Tech Support Report (TSR), is mandatory for accessing warranty benefits.

Operating System (OS) Updates

Devices must run the latest SonicOS version, with all critical updates applied within 30 days of release. Enabling automatic updates ensures compliance and reduces manual intervention.

Security Services

Firewalls must have active licenses for Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention, Geo-IP Filter, and Botnet Filter services to qualify for warranty protection.

Download SonicWall's
Firewall configuration guide

Firewall Warranty

The SonicWall Firewall warranty ensures customer peace of mind, helping mitigate financial impacts caused by security incidents and reacts for one security event per year providing financial coverage for business income losses caused by specific security incidents. Security incidents include; Non-Volumetric DDoS attacks, Unauthorized Access, and Software Exploitation. Warranty benefits vary based on the type of firewall purchased.

Managed Firewall

Participants are eligible for up to $200,000 per year in business income loss expenses, covering multiple security incidents, including: Non-Volumetric DDoS, Unauthorized Access, and Software Exploitation attacks.

Standard Firewall

Participants are eligible for up to $100,000 per year in business income loss expenses, covering multiple security incidents, including: Non-Volumetric DDoS and Unauthorized Access. Please note; Warranty coverage for Software Exploitation incidents are not available for the Standard Firewall product.

Important Note

- The firewall warranty only reacts for one security event per year.
- Claims are only valid, if SonicWall's configuration guidelines have been followed.

Security Event Coverage

Firewall Warranty	Security Event Claim Frequency	Security Incidents Covered	Maximum Warranty Benefit Per-Incident	Maximum Warranty Benefit Per-Participant (Annually)
SonicWall Managed Firewall	One Security Event Annually	Non-Volumetric DDoS Unauthorized Access Software Exploitation	$66,000	$200,000
SonicWall Standard Firewall	One Security Event Annually	Non-Volumetric DDoS Unauthorized Access	$50,000	$100,000

For more information regarding firewall configuration requirements please refer to documented guidelines available at the following link: **SonicWall Configuration Guide** or contact us to obtain your copy.

SONICWALL®
Firewall Warranty

Contact us
sales@sonicwall.com