Fortinet Warranty Support Start Policy

Warranty is the base level of coverage on the hardware platform. Fortinet's warranty is included in its End User License Agreement.

Product warranty and support starts at the EARLIER of the following events:
−− At time of registration
−− At first point when unit will connect with Fortinet and request updates
−− If above two events do not occur within 60 days (USA & Canada) or 100 days (EMEA, APAC & LATAM) from the shipment of the product from Fortinet, the hardware warranty , service and support will be auto-activated

At initial power-up it is HIGHLY recommended that the customer follow the registration process to ensure timely updates and support.

Support Contract/Renewal Registration.

Customer must register the 'Service Contract Registration Number 'which references the purchased Service or the Serial Number (for a Hardware Bundle), within three hundred sixty-five (365) days from the date of the original shipment by Fortinet of the Service Contractor Hardware Bundle to its distributor, FortiPartner or Customer, whichever originally purchased directly from Fortinet. ANY SERVICE CONTRACTS INCLUDING THOSE WHICH ARE INCLUDED IN HARDWARE BUNDLES WHICH ARENOT REGISTERED WITHIN THREE HUNDRED SIXTY-FIVE (365) DAYS FROM THE DATE THE SERVICE CONTRACTOR HARDWARE BUNDLEWAS ORIGINALLY SHIPPED FROM FORTINET SHALL BE FORFEITED AND FORTINET SHALL HAVE NO OBLIGATION TO THE CUSTOMER REGARDING THIS AGREEMENT OR ANY RELATED SUPPORT SERVICES. It is the Customer's responsibility to register the Service Contract within the three hundred sixty-five (365) day period and to understand the original ship date from the party from which the Customer purchased the Product.

Fortinet Continuous Service Policy

In order to maintain a continuous service period, the effective date of any Renewal Service Contract shall begin as set forth herein, (the "Renewal Service Contract effective date"). In the event that registration of a Renewal Service Contracts beyond ten (10) calendar days following the expiration date of the previous Service Contract, such Renewal Service Contract effective date will be the later of (a) the calendar day following the expiration date of the Customer's previous Service Contract and (b) the date that is one hundred eighty (180) calendar days prior to the actual registration date of the Renewal Service Contract. The above does not apply if Renewal Service Contracts are registered and started within ten (10) calendar days following the expiration date of the Customer's previous services contract. In such case the start date shall be the date of registration.

https://www.fortinet.com/content/dam/fortinet/assets/legal/Fortinet-Service-Offering-Terms.pdf