

HP Networking Product Warranty & Support Summary (October 2014)

Products	Warranty duration ¹	Advance replacement delivery ²	Business Hours Technical Support ³	24x7 Technical Support ³ (After Aug. 1, 2013)	Software/OS Releases ⁴
Switches					
Modular					
129xx, 125xx, 119xx, 95xx	1 year	10 days	1 year	N/A	As long as owned ⁴
105xx, 75xx	1 year	10 days	1 year	1 year	As long as owned ⁴
82xxzl, 54xxzl, 42xxvl	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
Fixed-configuration					
79xx, 59xx/AF, 583x/AF, 582x/AF, 57xx	1 year	10 days	1 year	N/A	As long as owned ⁴
66xx, 580x/AF	Lifetime ⁵	NBD	As long as owned ⁵	N/A	As long as owned ⁴
62xx/yl, 55xx, 513x, 512x, 38xx, 36xx, 35xx/yl, 31xx, 29xx/al, 281x, 26xx, 25xx/G	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
Smart Managed					
192x, 191x, 181x, 17xx	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
190x	3 years	NBD	3 years	3 years	As long as owned ⁴
IntelliJack Switches	3 years	NBD	3 years	3 years	As long as owned ⁴
Unmanaged					
1410	Lifetime ⁵	NBD	As long as owned ⁵	3 years	N/A
1405	3 years	NBD	3 years	3 years	N/A
Wireless LAN					
Indoor Access Points					
560, 425, M220	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
MSM46x/430/422/410, MSM3x0	Lifetime ⁵	NBD	3 years ⁷	3 years	3 years ⁷
M200	Lifetime ⁵	NBD	As long as owned ⁵	3 years	3 years ⁷
Controllers					
MSM765 zl ⁶	Lifetime ⁶	NBD	3 years ⁷	3 years	3 years ⁷
MSM775 zl, MSM720, 870 & 850 Unified Wired-WLAN Appliance, 830 Unified Wired-WLAN Switch	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
MSM760, MSM710	1 year	NBD	1 year	1 year	1 year ⁷
10500/7500 20G Unified Wired-WLAN Module	1 year	10 days	1 year	1 year	As long as owned ⁴
HP RF Manager Controller	1 year	NBD	1 year	1 year	1 year ⁷
Other Access devices					
MSM4xx-R, MSM3xx-R Outdoor Access Points	1 year	NBD	1 year	1 year	1 year ⁷
M111 Wireless Client Bridge	1 year	NBD	1 year	1 year	1 year ⁷
517 Wireless Access Device	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
MSM317 Wireless Access Device	Lifetime ⁵	NBD	3 years	3 years	3 years ⁷
MSM415 RF Security Sensor	Lifetime ⁵	NBD	3 years	3 years	3 years ⁷
Routers					
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88xx, HSR68xx	1 year	10 days	1 year	N/A	As long as owned ⁴
HSR66xx, 66xx, MSR50, MSR4xxx, MSR3xxx, MSR30	1 year	10 days	1 year	1 year	As long as owned ⁴
MSR2xxx, MSR20, MSR1xxx, MSR9xx	1 year	NBD	1 year	1 year	As long as owned ⁴
R120, R110 Wireless routers	3 years	NBD	3 years	3 years	As long as owned ⁴
Management					
Network Management					
Intelligent Management Center (support details at www.hp.com/networking/IMCSupport)	90 days (Media only)	N/A	90 days	N/A	90 days (bug fix only)
HP VAN SDN controller and HP SDN applications	90 days (Media only)	N/A	90 days	N/A	All updates for purchased license ⁸
HP Distributed Cloud Networking	90 days (Media only)	N/A	N/A	N/A	None
PCM+ Network Management (IDM, MM & NIM)(Purchased after February 1, 2009)	90 days (Media only)	N/A	1 year	N/A	As long as owned (bug fix only for licensed version) 1 year (All releases)
PCM+ Network Management (IDM, MM & NIM)(Purchased before February 1, 2009)	90 days (Media only)	N/A	As long as owned ⁵	N/A	As long as owned ⁴
Additional Networking Products					
HP Security Appliances					
S80xxF, S30xxF, S10xxF Next Generation Firewall Appliance	1 year	30 days	1 year	N/A	None
F/S 5000/1000-A/E/S VPN Firewall	1 year	10 days	1 year	N/A	As long as owned ⁴
U200-A/C/M/S/CS UTM	1 year	30 days	1 year	N/A	As long as owned ⁴
AllianceONE Products					
HP AllianceONE Services/Advanced/Extended Services zl modules ⁶	Lifetime ⁶	NBD	As long as owned ⁶	3 years	As long as owned ⁶
Sangoma Voice Cards	Lifetime ⁵	NBD	As long as owned ⁶	N/A	As long as owned ⁶
HP Voice Products					
41xx, 35xx, 31xx IP phones	1 year	30 days	90 days	N/A	90 days(bug fix only)
HP Transceivers					
X244, X242, X132, X131, X129, X122, X121, X119, X112, X111	Lifetime ⁵	NBD	As long as owned ⁵	N/A	N/A
X240, X170, X160, X150, X140, X135, X130, X125, X124, X120, X115, X114, X110	1 year	30 days	1 year	N/A	N/A
Other					
Premium License (When purchased separately for 82xx,66xx, 54xx & 35xx switches)	90 days (Media only)	N/A	1 year	N/A	As long as owned ⁴ (Maintenance releases only) 1 year (All releases)

- Includes coverage of any built-in fans and power supplies for the entire warranty period. Removable power supplies, modules and accessories such as antennas, fans, power cords, etc. may have different warranty coverage than the host device. See the HP Networking Warranty Coverage Quick Reference at www.hp.com/networking/warrantyquickref for more details.
- Response time is based on commercially reasonable effort and subject to a daily shipment cutoff time. In some countries and regions and under certain supplier constraints, response time may vary. Contact your local HP service organization for response time availability in your area. NBD=Next Business Day.
- Warranty technical support is provided during local HP business hours for the entire warranty period and includes phone and electronic case management. Many products purchased after August 1, 2013 include up to 3 years of 24x7 technical support as noted. See product's Hewlett-Packard Limited Warranty Statement for additional coverage details. Extended coverage services are available.
- Includes all software/OS releases offered for the specific products listed, when and if available, for as long as you own the product, except where noted. Some software releases may require additional hardware to be installed.

- For as long as you own the product. You may be required to provide proof of purchase or lease as a condition of receiving warranty service.
- Hardware warranty, technical support and all software releases provided for hardware and the ONE Service OS only, when and if available, for as long as you own the product. See product specific documentation for application support. 5 year warranty on the disk drive in the HP Alliance One Advanced Services and Services zl Modules, HP AllianceOne Ext zl Mod w/Rvrbd Sthd, HP MSM765zl Mobility Controller, HP Surv Brch Com zl Mod pwrby Msft Lync.
- Products purchased before August 1, 2013 include 1 year of technical support and 1 year (bug fix only).
- Includes all software updates offered for the licensed version, when and if available. Software upgrades will require purchase of appropriate SKU, Care Pack or contract.

The most current version of this document is available at www.hp.com/networking/warrantysummary

HP Networking product warranty policy details are available at www.hp.com/networking/warranty

Information on services for HP Networking products can be found at www.hp.com/networking/services

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

