

HPE Networking Product Warranty & Support Summary (October 2018)

Products		Warranty duration ¹	Hardware replacement ²	Business Hours Technical Support ³	24x7 Technical Support ³ (After Dec. 1, 2015)	Software/OS Releases ⁴
Switches	Modular					
	129xx, 125xx, 119xx	1 year	10 days	1 year	N/A	As long as owned ⁴
	105xx, 75xx	1 year	10 days	1 year	90 days	As long as owned ⁴
	84xx, 83xx	5 years	10 days	90 days	N/A	5 years ⁴
	82xxzl, 54xxzl/R, 42xxvl	Lifetime ⁵	NBD Ship	As long as owned ⁵	90 days	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
	Altoline 9xxx, 6xxx Switches (Purchased after March 31, 2016)	1 year	10 days	1 year	N/A	N/A
	Arista switches (See http://www.arista.com/assets/data/pdf/Warranty.pdf for details)	1 year ¹⁵	10 days ¹⁵	1 year ¹⁵	N/A	N/A
	580x/AF	Lifetime ⁵	NBD Ship	As long as owned ⁵	N/A	As long as owned ⁴
	55xx, 513x, 512x, 38xx, 36xx, 35xx/yl, 31xx, 29xx/al, 281x, 26xx, 25xx/G	Lifetime ⁵	NBD Ship	As long as owned ⁵	90 days	As long as owned ⁴
	Smart Managed					
	195x, 192x, 191x, 18xx, 1620 (Purchased after October 1, 2017)	Lifetime ¹⁴	NBD Ship	90 days Phone support-Chat support entire warranty period ¹⁴	90 days Phone support-Chat support entire warranty period ¹⁴	As long as owned ⁴
	Unmanaged					
1420, 1410 (Purchased after October 1, 2017)	Lifetime ¹⁴	NBD Ship	90 days Phone support-Chat support entire warranty period ¹⁴	90 days Phone support-Chat support entire warranty period ¹⁴	N/A	
1405 (Purchased after October 1, 2017)	3 years ¹⁴	NBD Ship	90 days Phone support-Chat support entire warranty period ¹⁴	90 days Phone support-Chat support entire warranty period ¹⁴	N/A	
Wireless LAN	Indoor Access Points					
	Aruba Controller-Managed Access Points (APs)	Lifetime ¹⁰	30 day NBD/Return-to-factory ¹¹	90 days	N/A	90 days (bug fix only)
	3WN/P, 155/P, 108/109 Aruba Remote Access points (RAPs)	Lifetime ¹⁰	30 day NBD/Return-to-factory ¹¹	90 days	N/A	Periodic updated image ¹³
	Aruba Instant Access Points (IAPs)	Lifetime ¹⁰	30 day NBD/Return-to-factory ¹¹	90 days	N/A	Periodic updated image ¹³
	M330, M2xx	Lifetime ⁵	NBD Ship	As long as owned ⁵	90 days	As long as owned ⁴
	OfficeConnect 20 Access Point	3 years ¹⁴	NBD Ship	90 days Phone support-Chat support entire warranty period ¹⁴	90 days Phone support-Chat support entire warranty period ¹⁴	As long as owned ⁴
	Controllers					
	Aruba controllers	1 year	30 day NBD/Return-to-factory ¹¹	90 days ¹²	N/A	N/A
	Aruba Mobility Access Switches	Lifetime ¹⁰	NBD Ship	90 days	90 days	As long as owned ⁴
	Other WLAN products					
	Aruba Controller-Managed 2xx Series Outdoor Access Points	Lifetime ¹⁰	30 day NBD/Return-to-factory ¹¹	90 days	N/A	90 days (bug fix only)
	Aruba Instant 2xx Series Outdoor Access Points (IAPs)	Lifetime ¹⁰	30 day NBD/Return-to-factory ¹¹	90 days	N/A	Periodic updated image ¹³
	AirWave Appliances, ClearPass Appliances, IntroSpect Appliances	1 year	30 day NBD/Return-to-factory ¹¹	90 days ¹²	N/A	90 days (bug fix only)
	MST2HP, MST2HAC, MSR2KP, MSR4KP Aruba Outdoor Wireless Mesh Routers	1 year	30 day NBD/Return-to-factory ¹¹	90 days ¹²	N/A	90 days (bug fix only)
Aruba Beacons	90 days	30 day NBD/Return-to-factory ¹¹	90 days	N/A	90 days (bug fix only)	
Cape Sensors	90 days	30 day NBD/Return-to-factory ¹¹	90 days	N/A	90 days (bug fix only)	
Aruba Power Supplies, Antennae, Accessories	1 year	30 day NBD/Return-to-factory ¹¹	90 days	N/A	N/A	

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

HPE Networking product warranty policy details are available at www.hpe.com/networking/warranty

Information on services for HPE Networking products can be found at www.hpe.com/networking/services

The information contained herein is subject to change without notice. Warranties for HPE products and services are set forth in the express warranty statements accompanying such products and services. In addition, our goods come with guarantees that cannot be excluded under Australian and New Zealand consumer laws. Subject to the foregoing, nothing herein should be construed as constituting an additional warranty. HPE shall not be liable for technical or editorial errors or omissions contained herein.



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Routers						
Routers	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	90 days	As long as owned ⁴
	MSR2xxx, MSR20, MSR1xxx, MSR9xx	1 year	NBD Ship	1 year	90 days	As long as owned ⁴
	ALU 77xx	1 year ⁹	Return-to-factory ⁹	1 year ⁹	N/A	All updates for purchased license ⁹
	VSR routers	90 days (Media only)	N/A	90 days	N/A	All updates for purchased license ⁸
Management						
Management	Network Management					
	Intelligent Management Center (support details at www.hpe.com/networking/IMCSupport)	90 days (Media only)	N/A	90 days	N/A	90 days (bug fix only)
	AirWave, ALE, ArubaCentral, ClearPass, Meridian, VIA, Visual RF	90 days (Media only)	N/A	90 days	N/A	90 days (bug fix only)
	HPE VAN SDN controller and HPE SDN applications	90 days (Media only)	N/A	90 days	N/A	All updates for purchased license ⁸
	HPE Distributed Cloud Networking	90 days (Media only)	N/A	N/A	N/A	None
Big Switch Networks controller appliances (See www.bigswitch.com/support for warranty & support details)	N/A ¹⁶	N/A ¹⁶	N/A ¹⁶	N/A ¹⁶	N/A ¹⁶	N/A ¹⁶
Additional Networking Products						
Additional Networking Products	Transceivers					
	Aruba Transceivers (Transceiver product numbers JWxxxx for Controllers and MAS Switches)	1 year	30 day NBD/Return-to-factory ¹¹	90 days	N/A	N/A
	Aruba branded transceivers (except transceiver product numbers JWxxxx) and HPE X244, X242, X142, X132, X131, X129, X122, X121, X119, X112, X111	Lifetime ⁵	NBD Ship	As long as owned ⁵	N/A	N/A
	Aruba 100G transceivers	1 year	10 days	1 year	N/A	N/A
HPE X2A0, X240, X190, X180, X170, X160, X150, X140, X135, X130, X125, X124, X120, X115, X114, X110	1 year	30 days	1 year	N/A	N/A	N/A

- 1) Removable power supplies, modules and accessories such as antennas, fans, power cords, etc. may have different warranty coverage than the host device. See the HPE Networking Warranty Coverage Quick Reference at www.hpe.com/networking/warrantyquickref for more details.
- 2) 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 HPE service organization for response time availability in your area. NBD Ship = Next Business Day shipment.
- 3) Warranty phone and electronic case technical support is provided during local HPE business hours for the entire warranty period for the purposes of diagnosing hardware or software defects. Many products purchased after December 1, 2015 include 90 days of 24x7 technical support as noted. See product's Hewlett-Packard Limited Warranty Statement for additional coverage details. Extended coverage services are available.
- 4) Includes all generally available software/OS releases offered for the specific products listed, when and if available, for as long as the customer owns the product, except where noted. Some software releases may require additional or new hardware. Customers who desire specific feature updates, patches and fixes to be prioritized into future releases should purchase the appropriate support services from HPE.
- 5) For products purchased after December 1, 2014, the warranty extends only for as long as the original end user owns the product. Includes coverage of any built-in fans and power supplies for the entire warranty period. You may be required to provide proof of purchase or lease as a condition of receiving warranty service.
- 6) 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 the original end user owns the product. See product specific documentation for application support. 5 year warranty on the disk drive in the HPE Alliance One Advanced Services zl Modules.
- 7) Products purchased before August 1, 2013 include 1 year of technical support and 1 year (bug fix only).
- 8) Includes all software updates offered for the licensed version, when and if available. Software upgrades will require purchase of appropriate SKU, packaged support services or contract.
- 9) All technical, hardware and software support for ALU 77xx products is provided directly by Alcatel-Lucent only and not HPE. For support from Alcatel-Lucent, select the country from which the customer is calling in the following link and it will present the appropriate ALU support contact information: https://services.support.alcatel-lucent.com/product_support/. Hardware warranty requires shipping failed product to ALU for repair or replacement. Logistics cost for shipment of product from customer's site to ALU site for repair or replacement will be covered by the customer. Software maintenance releases are included for the major software release purchased. Major software release upgrades are NOT included. Services may be purchased from HPE or Alcatel-Lucent to extend your support coverage and software upgrades. Support will be provided by Alcatel Lucent for these services.
- 10) For products purchased after December 1, 2015, the warranty extends only for as long as the original end user owns the product and is limited to five (5) years from the end of sale date.
- 11) For the first 30 days from shipment, HPE will provide same day ship advanced replacement for the covered hardware products. After thirty (30) days from shipment through the remaining warranty period, HPE will replace or repair any non-compliant Product and return it in operable condition, shipping after HPE's receipt of the non-compliant Product via HPE's RMA procedure, with receipt by customer within ten (10) days on a commercially reasonable basis.
- 12) HPE will provide next business day email response for the purposes of diagnosing hardware or software defects during standard Pacific Time Zone business hours for the first 90 days after purchase.
- 13) HPE will make one recent Instant OS software release image available on the software portal. This image is also available for Remote Access Points (RAPs) running Instant OS.
- 14) These products are covered by 90 days of 24x7 phone support. Thereafter, only chat support would be available for the remaining warranty period. Limited lifetime warranty (where applicable) extends only for as long as the original end user owns the product and is limited to five (5) years from the end of sale date. This warranty includes coverage of any built-in fans and power supplies for the entire warranty period. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. See www.hpe.com/OfficeConnect/support/ for more information on the new OfficeConnect support process.
- 15) All technical, hardware and software support for Arista products is provided directly by Arista and not HPE. Consult the Arista customer support page for contact information: <https://www.arista.com/en/support/customer-support>. Transportation costs, if any, incurred in connection with the return of a defective Hardware to an Arista repair center shall be borne by Customer. Arista shall pay any transportation costs incurred with the redelivery of a repaired or replaced Hardware. Services may be purchased from HPE or Arista to extend your support coverage and software upgrades. Support will be provided by Arista for these services. For details on Arista warranty and support, see: <http://www.arista.com/assets/data/pdf/Warranty.pdf>.
- 16) All technical, hardware and software support for Big Switch Networks products is provided directly by BSN and not HPE. Consult the Big Switch Networks customer support page for contact information: www.bigswitch.com/support. For details on Big Switch Networks warranty and support options, see: http://bigswitch.com/sites/default/files/bsn_support_and_maintenance_policy.v2.2.2016.11.14.pdf.

The most current version of this document is available at www.hpe.com/networking/warrantysummary
HPE Networking product warranty policy details are available at www.hpe.com/networking/warranty
Information on services for HPE Networking products can be found at www.hpe.com/networking/services

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