



Software End User License Agreement and Hardware Limited Warranty for HP Networking

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The information in this document is subject to change without notice. Updated information can be found on the web:

www.hp.com/networking/warranty

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Software End User License Agreement and Hardware Limited Warranty Statement

This booklet includes important information for you:

- Your software end user license agreement, which is on page 2.
- Questions and answers about your warranty coverage and how to get support, which begins on page 4.
- The Hewlett-Packard Hardware Limited Warranty Statement for your product, which begins on page 5.

For quick reference in the future, please record the following information:

| | |
|---|--|
| HP Product Name (e.g., HP E5412 zl switch) | |
| HP Product Number (e.g., J8698A) | |
| HP Product Serial Number (e.g., US402YZ0A1) | |
| Date of purchase | |

If you purchased upgraded or extended warranty coverage, please record the following information:

| | |
|---|--|
| Level of coverage purchased (e.g., 4 hour onsite, 24 x 7) | |
| Duration of coverage (e.g., 3 years) | |
| HP Support Agreement ID (SAID) or other HP Care Pack or HP contract reference number | |
| Date of purchase | |

HP recommends that you keep a copy of your product proof-of-purchase, such as an invoice, and a copy of any upgraded or extended warranty coverage that you purchased with this booklet.

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End User License Agreement

PLEASE READ CAREFULLY BEFORE USING THIS EQUIPMENT: This End-User License Agreement (“EULA”) is a legal agreement between (a) you (either an individual or a single entity) and (b) Hewlett-Packard Company or in-country legal entity (“HP”) that governs your use of any Software Product, which is either i) installed on or made available by HP for use with your HP Networking product (“HP Networking Product”) or ii) made available as part of the HP Networking product portfolio for use on a standalone basis (“HP Networking Software Product”), that is not otherwise subject to a separate license agreement between you and HP or its suppliers. Other software may contain a EULA in its online documentation. The term “Software Product” means computer software and may include associated media, printed materials and “online” or electronic documentation. An amendment or addendum to this EULA may accompany the HP Networking Product or HP Networking Software Product.

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c. Reservation of Rights. HP and its suppliers reserve all rights not expressly granted to you in this EULA.

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7. TERM. This EULA is effective unless terminated or rejected. This EULA will also terminate upon conditions set forth elsewhere in this EULA or if you fail to comply with any term or condition of this EULA.

8. CONSENT TO USE OF DATA. You agree that HP and its affiliates may collect and use technical information you provide in relation to support services related to the HP Software Product. HP agrees not to use this information in a form that personally identifies you except to the extent necessary to provide such services.

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13. CAPACITY AND AUTHORITY TO CONTRACT. You represent that you are of the legal age of majority in your state/jurisdiction of residence and, if applicable, you are duly authorized by your employer to enter into this contract.

14. APPLICABLE LAW. This EULA is governed by the laws of the State of California, U.S.A. or the local laws of the jurisdiction for the HP legal entity licensed to do business in your country of residence.

15. ENTIRE AGREEMENT. This EULA (including any addendum or amendment to this EULA which is included with the HP Networking Product or HP Networking Software Product) is the entire agreement between you and HP relating to the Software Product and it supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the Software Product or any other subject matter covered by this EULA. You acknowledge that your purchase or use is based on the current configuration of the Software Product, and not in reliance on any roadmap or the disclosure of possible changes in functionality. To the extent the terms of any HP policies or programs for support services conflict with the terms of this EULA, the terms of this EULA shall control.

Hardware Warranty Questions and Answers

How long is the warranty coverage for my product?

Please refer to the hardware limited warranty period table in the Hewlett-Packard Hardware Limited Warranty Statement later in this document. The warranty durations are also listed on the Web at www.hp.com/networking/warranty.

Who is eligible to start a warranty claim?

The HP warranty on an HP Networking product is available only to a bona fide end user who either purchased that product through an authorized HP distribution channel or who received that product by a transfer from another bona fide end user. A bona fide end user may designate an agent to start an HP warranty claim on their behalf, and HP may require written proof of that agency agreement before processing the warranty claim. If a bona fide end user transfers their HP Networking product to a party other than another bona fide end user, any remaining HP warranty coverage ceases upon that transfer, and no subsequent party or user is eligible to obtain warranty service on that product.

What should I do before I start a warranty claim?

You should:

- Look at the frequently asked questions and other technical information on the Web at www.hp.com/networking/support to see if any apply to the symptoms you are seeing.
- Look in the latest release notes for your product to see if the symptoms you are seeing might be due to a known issue that has been resolved in a more recent version of software. If so, update your software to see if it resolves the symptoms. You can find the latest release notes and current software on the Web at www.hp.com/networking/support.
- Refer to your product documentation for troubleshooting procedures, and perform appropriate steps. You can find the latest documentation on the Web at www.hp.com/networking/support.

If you are still unable to resolve the issue, please review this warranty booklet prior to contacting HP, and have the following information ready:

- Product serial number, product name, and product number
- Date of purchase of the product and any upgraded or extended warranty coverage (note that you may be required to provide proof of purchase or lease)
- Detailed description of the symptoms, including when the symptoms first occurred and how frequently they are occurring
- Detailed description of any changes made to your product's configuration or network environment prior to the start of the symptoms occurring
- Detailed description of the troubleshooting steps you have performed and the results of those steps
- Software revision currently on the product

Any product that has had its serial number removed or is not a genuine HP Networking product is not eligible for warranty coverage.

How do I start a warranty claim?

If you purchased upgraded or extended warranty coverage from HP, such as through an HP Care Pack or other type of HP service contract, you should call the phone number that was provided to you when you or your reseller registered the HP Care Pack or purchased the HP service contract. If you did not purchase upgraded warranty coverage from HP, you should contact HP or contact your HP reseller if they are HP-authorized for warranty fulfillment on HP Networking products. You may contact HP to start a warranty claim during HP's business hours (to locate the phone number and specific hours for your location, please go to the Web at www.hp.com/networking/support and click on "Contact Us").

If possible, you should contact HP from a location where it is easy for you to access the product. HP requests that you contact HP as warranty failures occur and not wait until you have several defective units. It will be more difficult for you to provide the information that HP needs to confirm and process your warranty claim if you delay requesting a warranty claim. Also, parts availability may affect HP's ability to send you all the replacement units in a timely manner if you request several units at one time.

What happens when I call HP for a warranty claim?

(If you purchased upgraded or extended warranty coverage from HP, please refer to the information provided to you when you purchased that coverage.)

You will be asked for some information about your product, including its product number, its serial number, and when you purchased it, so HP can confirm your product is still within the warranty period and identify what level of coverage you are entitled to. In some situations, you may be asked to provide proof of purchase or lease. HP will ask you to describe the symptoms that your product is showing and what troubleshooting steps you have already taken to determine this product is failing. You might also be asked to provide some information about the product's configuration and software revision, as well as your network topology and environment.

HP will then decide if some additional troubleshooting steps are necessary to confirm that the product is having a hardware failure or to isolate the failure between, say, a module in a switch and the switch chassis. HP will ask you to perform these steps and can answer questions you might have about how to perform the steps. In some cases, HP may ask you to update to a more current version of software on your product as part of the troubleshooting.

In order to help minimize the impact of the possible failure, it is important that you assist HP with the troubleshooting. For example, if a symptom is actually due to a configuration issue and not a hardware failure, sending you a replacement part will not resolve the issue and could result in additional network downtime for you.

Once HP has confirmed that your product is having a failure covered under warranty and knows what replaceable part you need, HP will send the part to you.

Where can I find additional questions and answers about the hardware warranty?

Please refer to the questions and answers on the Web at www.hp.com/networking/warranty.

Hewlett-Packard Hardware Limited Warranty Statement

General terms

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from HP, the manufacturer. In addition, you may also have other legal rights under applicable local law or special written agreement with HP.

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HEWLETT-PACKARD AUSTRALIA WARRANTY POLICY: YOUR CONSUMER RIGHTS

When you buy a good from HP as a consumer, the good comes with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The relevant guarantees are as follows:

- **Quality**—goods supplied by HP must be of acceptable quality. The test for acceptable quality is whether a reasonable consumer, fully aware of the state and condition of the goods, would find them:
 - safe, durable and free from defects;
 - acceptable in appearance and finish; and
 - fit for all the purposes for which goods of that kind are commonly supplied.This must take into account the nature and price of the goods, and any statements on packaging or labelling.
- **Disclosed Purpose**—goods or services supplied by HP that HP represents are reasonably fit for a purpose expressly disclosed by a consumer must be reasonably fit for that purpose.
- **Description**—goods supplied by HP must match the description provided by HP.
- **Sample**—goods supplied by HP must match any sample shown to you by HP.
- **Title**—a consumer who purchases a good from HP must receive clear title to the good.
- **Due care and skill**—services provided to you by HP must be provided with due care and skill.
- **Express warranties**—HP will be legally required to comply with the express warranty that is set out in its terms and conditions.
- **Reasonable time**—repair services provided by HP must be provided within a reasonable time.

If you think that you are entitled to any of the above remedies, please contact HP:

Hewlett-Packard Australia Pty Ltd
1353 Burwood Highway
Forest Hill Vic 3131

To initiate a support request, please use the numbers below or visit <http://www.hp.com.au> and select the **Customer Service** option for the most current list of phone support numbers.

| Product | Phone |
|---|---|
| Support for all HP Products except those listed separately below | 13 10 47 If dialling internationally: +61 2 8278 1039 |
| DeskJet, Office Jet, PSC, All-in-One, Photosmart & Personal LaserJet Series 1000, P1000, M1000 and Colour LaserJet CP1000 Series and model CM1415 | 1300 721 147 If dialling internationally: +61 3 8833 5000 |
| HP Pavilion Desktop PC Support & Spare Parts | 1300 721 147 If dialling internationally: +61 3 8833 5000 |
| Compaq Presario PC Support & Spare Parts | 1300 888 423 If dialling internationally: +61 3 8833 5000 |
| HP MediaSmart Server & HP StorageWorks DataVault | 1 800 83 9667 |
| HP Calculators | 1 300 551 664 |
| HP WebOS support (Including HP TouchPad and Palm products) | 1 800 282 653 |

For further information on consumer rights visit <http://www.consumerlaw.gov.au> and <http://www.accc.gov.au/consumerguarantees>.

THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

This Limited Warranty is applicable in all countries and may be enforced in any country or region where HP or its authorized service providers offer warranty service for the same product model number subject to the terms and conditions set forth in this Limited Warranty.

Under the HP Global Limited Warranty program, products purchased in one country/region may be transferred to another country/region, where HP or its authorized service providers offer warranty service for the same product model number, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country/region to country/region. Standard warranty service response time is subject to change due to local parts availability. HP or your local HP authorized service provider can provide you with details.

HP is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the products may be covered by export controls issued by the United States or other governments.

This Limited Warranty applies only to genuine HP branded hardware products (referred to in this Limited Warranty as “HP Networking Hardware Products”) sold by or leased from Hewlett-Packard Company, its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as “HP”) with this Limited Warranty. The term “HP Networking Hardware Product” is limited to the hardware components. The term “HP Networking Hardware Product” DOES NOT include any software applications or programs, non-HP products, or non-HP branded accessories.

HP warrants that the HP Networking Hardware Products that you have purchased or leased from HP are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from HP, or from the date HP completes installation. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to hardware warranty service according to the terms and conditions of this document if a repair to your HP Networking Hardware Product is required within the Limited Warranty Period.

Unless otherwise stated, and to the extent permitted by local law, new HP Networking Hardware Products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. HP may repair or replace HP Networking Hardware Products (a) with new or previously used products or parts equivalent to new in performance and reliability, or (b) with products which are, in HP’s sole opinion, equivalent to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or for the remainder of the Limited Warranty Period of the HP Networking Hardware Product they are replacing or in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of HP. In the unlikely event that your HP Networking Hardware Product has recurring failures, HP, at its sole discretion, may elect to provide you with (a) a replacement unit of HP’s choosing that is the same or equivalent to your HP Networking Hardware Product in performance or (b) to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

Exclusions

HP DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. HP IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS INTENDED FOR THE HP NETWORKING HARDWARE PRODUCT.

This Limited Warranty does not apply to expendable or consumable parts and does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by software, interfacing, parts or supplies not supplied by HP; (d) improper site preparation or maintenance; (e) virus infection; (f) loss or damage in transit; or (g) by modification or service by anyone other than (i) HP, (ii) an HP authorized service provider, or (iii) your own installation of HP-approved parts if available for your product in the servicing country or region.

HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. HP IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY HP WHEN THE PRODUCT IS MANUFACTURED.

HP is not responsible for any interoperability or compatibility issues that may arise when (1) products, software, or options not supported by HP are used; (2) configurations not supported by HP are used; (3) parts intended for one system are installed in another system of different make or model.

Exclusive remedy

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THESE TERMS AND CONDITIONS CONSTITUTE THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND HP REGARDING THE HP NETWORKING HARDWARE PRODUCT YOU HAVE PURCHASED OR LEASED. THESE TERMS AND CONDITIONS SUPERSEDE ANY PRIOR AGREEMENTS OR REPRESENTATIONS—INCLUDING REPRESENTATIONS MADE IN HP SALES LITERATURE OR ADVICE GIVEN TO YOU BY HP OR AN AGENT OR EMPLOYEE OF HP—THAT MAY HAVE BEEN MADE IN CONNECTION WITH YOUR PURCHASE OR LEASE OF THE HP NETWORKING HARDWARE PRODUCT. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of HP.

Limitation of liability

IF YOUR HP NETWORKING HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, HP’S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

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THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Customer responsibilities

To enable HP to provide the best possible support and service during the Limited Warranty Period, you will be required to:

- Maintain a proper and adequate environment, and use the HP Networking Hardware Product in accordance with the instructions furnished.
- Verify configurations, load most recent firmware or software, install software patches, run HP diagnostics and utilities, and implement temporary procedures or workarounds provided by HP while HP works on permanent solutions.
- Allow HP to keep resident on your systems or sites certain system and network diagnosis and maintenance tools to facilitate the performance of warranty support (collectively referred to as “Proprietary Service Tools”); Proprietary Service Tools are and remain the sole and exclusive property of HP. Additionally, you will:
 - Use the Proprietary Service Tools only during the applicable warranty period and only as allowed by HP
 - Install, maintain, and support Proprietary Service Tools, including any required updates and patches
 - Provide remote connectivity through an HP-approved communications line, if required
 - Assist HP in running the Proprietary Service Tools
 - Use the electronic data transfer capability to inform HP of events identified by the Proprietary Service Tools
 - Return the Proprietary Service Tools or allow HP to remove these Proprietary Service Tools upon termination of warranty support
 - Not sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools

In some cases, HP may require additional software such as drivers and agents to be loaded on your system in order to take advantage of these support solutions and capabilities.

- Use HP remote support solutions where applicable. HP strongly encourages you to use available support technologies provided by HP. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements.
- Cooperate with HP in attempting to resolve the problem over the telephone. This may involve performing routine diagnostic procedures, installing additional software updates or patches, removing third-party options, and/or substituting options.
- Make periodic backup copies of your configuration data, files, data, or programs stored on your hard drive or other storage media or devices as a precaution against possible failures, alteration, or loss. Before returning any HP Networking Hardware Product for warranty support, back up your configuration data, files, data, and programs, and remove any confidential, proprietary, or personal information.
- Maintain a procedure to reconstruct your lost or altered configuration data, files, data, or programs that is not dependent on the HP Networking Hardware Product under warranty support.
- Notify HP if you use HP Networking Hardware Products in an environment that poses a potential health or safety hazard to HP employees or subcontractors. HP may require you to maintain such products under HP supervision and may postpone warranty service until you remedy such hazards.
- Perform additional tasks as defined within each type of warranty service listed below and any other actions that HP may reasonably request in order to best perform the warranty support.

Types of hardware warranty service

Listed below are the types of warranty services that may be applicable to the HP Networking Hardware Product you have purchased. For more details, refer to the "Limited warranty period" section.

Advance unit replacement warranty service

Your HP Limited Warranty may include an advance unit replacement warranty service. Under the terms of the advance unit replacement warranty service, HP will ship a replacement unit directly to you if the HP Networking Hardware Product you purchased is diagnosed as defective. On receiving the replacement unit, you will be required to return the defective unit back to HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally five (5) days. HP will incur all shipping and insurance costs to return the defective unit to HP. Failure to return the defective unit may result in HP billing you for the replacement unit.

In countries or regions where this Limited Warranty may be enforced but where advance unit replacement warranty service is not available, HP will, in its sole discretion, substitute another type of warranty service.

Service upgrades

HP has a range of additional service coverage for your product that can be purchased locally. However, some services and related products may not be available in all countries. For information on availability of service upgrades and the cost for these service upgrades, refer to the HP Web site at www.hp.com/networking/services.

Limited warranty period

The Limited Warranty Period for an HP Networking Hardware Product is a specified, fixed period commencing on the date of purchase or lease from HP, or from the date that HP completes installation, whichever is later. The date on your sales receipt is the date of purchase unless HP or your reseller informs you otherwise in writing.

The following tables list the Limited Warranty Period, service delivery method, and response time for HP Networking Hardware Products.

| | Products | Limited Warranty Period and service delivery method * | Response time ** |
|---------------|---|--|----------------------------|
| Switches | Modular | | |
| | 125xx, 105xx, 95xx, 75xx | 1 year — advance unit replacement warranty service | 10 calendar day delivery |
| | 82xxzl, 54xxzl, 42xxvl | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | Fixed-configuration | | |
| | 59xx/AF, 583x/AF, 582x/AF | 1 year — advance unit replacement warranty service | 10 calendar day delivery |
| | 66xx, 62xx/yl, 580x/AF, 55xx, 51xx, 48xxG, 45xx/G, 42xx/G, 38xx, 36xx, 35xx/yl, 31xx, 29xx/al, 281x, 26xx, 25xx/G | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | Smart Managed | | |
| | 1910, 181x, 17xx | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | 190x | 3 year — advance unit replacement warranty service | Next business day delivery |
| | IntelliJack Switches | 3 year — advance unit replacement warranty service | Next business day delivery |
| Wireless LAN | Unmanaged | | |
| | 21xx, 1410, 1400 | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | 1405 | 3 year — advance unit replacement warranty service | Next business day delivery |
| | Indoor Access Points | | |
| | MSM4xx, MSM3xx, M2xx, M110 | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | Controllers | | |
| | MSM765 zl Premium Mobility Controller | 5 years for the hard disk drive and lifetime (for as long as you own the product) for the rest of the module — advance unit replacement warranty service | Next business day delivery |
| | MSM720 | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | MSM760, MSM710 | 1 year — advance unit replacement warranty service | Next business day delivery |
| | HP RF Manager Controller | 1 year — advance unit replacement warranty service | Next business day delivery |
| WXxxxx | 1 year — advance unit replacement warranty service | 30 calendar day delivery | |
| Routers | Other Access devices | | |
| | MSM4xx-R, MSM3xx-R Outdoor Access Points | 1 year — advance unit replacement warranty service | Next business day delivery |
| | M111 Wireless Client Bridge | 1 year — advance unit replacement warranty service | Next business day delivery |
| | HP 802.11a/b/g Workgroup Bridge | 1 year — advance unit replacement warranty service | 30 calendar day delivery |
| | HP 802.11a Integrated Bridge and Access Point | 1 year — advance unit replacement warranty service | 30 calendar day delivery |
| | MSM317 Wireless Access Devices | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | MSM415 RF Security Sensor | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | 30xx Wireless Switch | 1 year — advance unit replacement warranty service | 30 calendar day delivery |
| | Routers | | |
| | A88xx, A66xx | 1 year — advance unit replacement warranty service | 10 calendar day delivery |
| MSR50, MSR30 | 1 year — advance unit replacement warranty service | 10 calendar day delivery | |
| MSR9xx, MSR20 | 1 year — advance unit replacement warranty service | Next business day delivery | |

| | | | |
|--------------------------------|---|--|----------------------------|
| Additional Networking Products | AllianceONE Products | | |
| | HP AllianceONE Services HP AllianceONE Advanced Services HP AllianceOne Ext z1 Mod w/Rvrbd Stlhd HP PCM+ Agent w/ONE Services z1 Module HP ONE z1Mod w/AvayaSBC pwrby AcmePacket HP Surv Brch Com z1 Mod pwrby Msft Lync HP Adv Svcs z1 Mod w/Win Svr 2008 R2 Std HP Adv Svcs z1 Mod w/XenServer Platform HP Adv Svcs z1 Mod w/vSphere Platform | 5 years for the hard disk drive and lifetime (for as long as you own the product) for the rest of the module — advance unit replacement warranty service | Next business day delivery |
| | HP Threat Management z1 Module | 5 years for the hard disk drive and lifetime (for as long as you own the product) for the rest of the module — advance unit replacement warranty service | Next business day delivery |
| | Sangoma Voice Cards | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | HP Voice Products | | |
| | VCX voice and communication products | 1 year — advance unit replacement warranty service | 30 calendar day delivery |
| | 41xx, 35xx, 31xx IP phones | 1 year — advance unit replacement warranty service | 30 calendar day delivery |
| | HP Security Appliances | | |
| | F5000, F/S1000-A/E/S VPN Firewall, U200-A/C/M/S/CS UTM | 1 year — advance unit replacement warranty service | 30 calendar day delivery |
| | HP Transceivers | | |
| | X244, X242, X132, X131, X129, X122, X121, X119, X112, X111 | Lifetime (for as long as you own the product) — advance unit replacement warranty service | Next business day delivery |
| | X240, X170, X160, X140, X135, X130, X125, X124, X120, X115, X114, X110 | 1 year — advance unit replacement warranty service | 30 calendar day delivery |
| | See the HP Networking Warranty Coverage Quick Reference at www.hp.com/networking/warrantyquickref for more details. | | |

* TO THE EXTENT LOCAL LAW MANDATORILY REQUIRES A DEFINITION OF “A LIFETIME WARRANTY” OR DEFINITION DIFFERENT FROM THAT PROVIDED HERE, THEN LOCAL LAW WILL SUPERSEDE AND TAKE PRECEDENCE.

** Response times are based on local standard business days and working hours. Response times begin once HP has completed confirming the warranty failure and identifying the replacement part. 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. If your location is outside the customary service zone, response time may be longer. Contact your local HP service organization for response time availability in your area.

Transfer to a Third Party

To the extent allowed by law, this Limited Warranty applies only to bona fide end users of the HP Networking Hardware Product and may be enforced only by those end users or their authorized agents. The initial bona fide end user of the HP Networking Hardware Product must have purchased the product directly from HP or an HP-authorized reseller. If you are a bona fide end user of the HP Networking Hardware Product and transfer the product to another bona fide end user, that end user may enforce this Limited Warranty for the remainder of the warranty period. The transfer may not be an indirect transfer, such as a consignment, or sale of the HP Networking Hardware Product through any party who is not an HP-authorized reseller. If the HP Networking Hardware Product has a lifetime warranty period under this Limited Warranty, the end user to which you transfer the product may enforce this Limited Warranty for as long as they own the product. If you transfer your HP Networking Hardware Product to a party other than another bona fide end user, to the extent allowed by law, upon that transfer, i) this Limited Warranty becomes void; ii) any remaining coverage under this Limited Warranty ceases; and iii) no subsequent party is eligible to obtain HP warranty service on that product.

Software limited warranty

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HP's only warranty obligations with respect to software distributed by HP under the HP brand name are set forth in the applicable end-user license or program license agreement provided with that software. If the removable media on which HP distributes the software proves to be defective in materials or workmanship within ninety (90) days of purchase, your sole remedy shall be to return the removable media to HP for replacement.

It is your responsibility to contact non-HP manufacturers or suppliers for their warranty support.

Freeware operating systems and applications

HP does not provide support for software provided under public license by third parties, including operating systems or applications ("Freeware"). Support for Freeware provided with HP Networking Hardware Products is provided by the Freeware vendor. Please refer to the Freeware operating system or other Freeware application support statement, if any, included with your HP Networking Hardware Product.

Electronic or Telephone Support

Limited electronic or telephone support is available from HP. Refer to the HP Web site www.hp.com/networking/support for details on the support provided and the period during which support is available. See "Contacting HP" below for online resources and telephone support.

Contacting HP

If your product fails during the Limited Warranty Period and the information in the product documentation, most recent software release notes, and other technical information on the HP Web site www.hp.com/networking do not help you solve the problem, contact your local HP-authorized reseller or contact HP. To find out how to contact HP, see www.hp.com/networking and select "Contact Us".

Be sure to have the following information available before you call:

- Product serial number, product name, and product number
- Detailed description of the symptoms, including when the symptoms first occurred and how frequently they are occurring
- Detailed description of any changes made to your product's configuration or network environment prior to the start of the symptoms occurring
- Detailed description of the troubleshooting steps you have performed and the results of those steps
- Software revision currently on the product
- Proof of purchase