HPE Networking Warranty FAQs

Warranty Questions: Click on the question to jump to the answer within this document.

Note: If you are an Australian or New Zealand customer, please refer to FAQ #3 **"How do the Australian and New Zealand consumer laws apply to the Limited Lifetime Warranty?"** This document must be read subject to this FAQ.

Q1:	**How long is the warranty coverage for my product?** Please refer to the limited warranty period table in the warranty statement. The warranty durations are also listed on the Web at www.hpe.com/networking/warrantysummary. Return to top
Q2:	**Who is eligible to start a warranty claim?** The HPE warranty on an HPE Networking product is available only to the original bona fide end user who purchased that product through an authorized HPE distribution channel. The original bona fide end user may designate an agent to start an HPE warranty claim on their behalf, and HPE may require written proof of that agency agreement before processing the warranty claim. If the original bona fide end user transfers their HPE Networking product to a third party, any remaining HPE warranty coverage ceases upon that transfer, and no subsequent party or user is eligible to obtain warranty service on that product. Return to top
Q3:	**How do the Australian and New Zealand consumer laws apply to Limited Lifetime Warranty?** Our products come with consumer guarantees that cannot be excluded under the Australian Consumer Law (ACL) and New Zealand consumer laws. You are entitled to a replacement or refund for a major failure and 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. Nothing in this document excludes or limits any right or remedy, or any guarantee, warranty or other term or condition implied or imposed by the ACL or New Zealand consumer laws which cannot be excluded or limited. Therefore, consumers within the meaning of the ACL or New Zealand consumer laws may still be entitled to a remedy for breach of the consumer guarantees in accordance with their rights under the ACL and New Zealand consumer laws even if they are not the original owner of the good, even if they do not comply with or fulfil the requirements set out in this document and even after expiry of the HPE warranty. Customers should Contact HPE and call our technical support team so that HPE can assess their entitlement. For further information on consumer rights, visit www.accc.gov.au/consumerguarantees. Return to top
Q4:	**Can I be notified about new software releases and other information related to products I own?** Yes. Go to the Web at www.hpe.com/networking/mynetworking and create an HP Passport account. At My Networking, you can subscribe to receive software update notifications for the products you have registered there and for other HPE Networking products you may be interested in, or for all HPE Networking products. You can also subscribe to the monthly HPE Networking newsletter highlighting worldwide news, products, events, and training. Return to top

Q5:	**Are all parts of my HPE Networking product covered under warranty?** Unless otherwise noted in the warranty statement, all parts of an HPE Networking product are covered under the HPE warranty for the entire duration of the warranty, including items such as the internal fans, internal power supplies, mounting brackets, console cable, and power cords. Removable power supplies, modules and accessories such as antennae, fans, etc. may have different warranty coverage than the host device. See the HP Networking Warranty Coverage Quick Reference at www.hpe.com/networking/warrantyquickref for more details. Some HPE Networking products contain a battery that cannot be accessed without removing the cover for the product. Unless stated otherwise in the user documentation that shipped with the product, do NOT remove the cover from the product. HPE selects batteries that are expected to operate for the typical usage life of the product in these situations. If a battery failure does occur while you are still using the product, contact HPE for assistance. Return to top
Q6:	**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.hpe.com/support/hpesc 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 by looking up your product and clicking "Software downloads" at www.hpe.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.hpe.com/support/manuals. - If you are still unable to resolve the issue, please review these FAQs and your warranty booklet prior to contacting HPE, and have the following information ready: - product name, product number, and serial 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 HPE Networking product is not eligible for warranty coverage. This does not affect Australian and New Zealand consumers' rights under Australian and New Zealand consumer laws. Return to top

Q7:	**How do I start a warranty claim?** If you purchased upgraded or extended warranty coverage services from HPE, you should call the phone number that was provided to you when you or your reseller registered your HPE service or purchased the HPE service contract. If you did not purchase upgraded warranty coverage from HPE, you should contact HPE or contact your HPE reseller if they are HPE-authorized for warranty fulfillment on HPE Networking products. You may contact HPE to start a warranty claim during HPE's business hours (to locate the phone number and specific hours for your location, please go to the Web at www.hpe.com/networking/contact-support). If possible, you should contact HPE from a location where it is easy for you to access the product. HPE requests that you contact HPE 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 HPE needs to confirm and process your warranty claim if you delay requesting a warranty claim. Also, parts availability may affect HPE's ability to send you all the replacement units in a timely manner if you request several units at one time. [Return to top](#)
Q8:	**What happens when I call HPE for a warranty claim?** (If you purchased upgraded or extended warranty coverage from HPE, 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 HPE 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. HPE 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. HPE 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. HPE will ask you to perform these steps and can answer questions you might have about how to perform the steps. In some cases, HPE 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 HPE 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 HPE has confirmed that your product is having a failure covered under warranty and knows what replaceable part you need, HPE will send the part to you. [Return to top](#)

Q9:	**What happens after I receive the replacement part?** (If you purchased upgraded or extended warranty coverage from HPE, please refer to the information provided to you when you purchased that coverage.) **WARNING:** When removing or installing a product or its accessories, follow the general installation safety instructions provided in the installation guide that shipped with the product to avoid injury or damage to the product or its accessories. After you receive the replacement part, you need to remove the defective part and install the replacement part. For managed products, you need to verify the replacement unit is at the appropriate software revision level and, if applicable, restore the configuration onto the device. Be sure that you remove any accessories, cables, and cords that you may have installed in or attached to your device before returning the defective device. Examples include mini-GBICs and transceivers, redundant power supplies, modules for a chassis product, network and serial cables, power cords, and mounting brackets. Refer to the installation guide that shipped with your product for details on removing accessories, cables, and cords. If you have questions about how to remove or install a part, or if the same or other failure symptoms occur after you replace the part, please contact HPE and reference the case number previously given to you. You will return the defective part to HPE, usually in the same box in which you received the replacement unit. Instructions on how to return the defective part will either be included with the replacement part, or will be given to you by HPE when you start your warranty claim. Be sure to return the defective part to HPE within the specified number of days or you will be charged for the replacement part. Return to top
Q10:	**Will the replacement part I receive under a warranty claim be identical to my original product?** HPE may repair or replace HPE hardware products with: • new or previously used products or parts equivalent to new in performance and reliability, or • products which are, in HPE's sole opinion, equivalent to an original product that has been discontinued. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Unless otherwise stated, and to the extent permitted by local law, new HPE hardware products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. Return to top
Q11:	**What is the warranty for the replacement part?** The repaired or replaced product or part is warranted under the same terms and conditions as the original product for 90 days or the remainder of the warranty of the original product, whichever is longer. Return to top

Q12:	**Can I still receive warranty service if I relocate my product to another country/region?** If you relocate your product to another country/region where HPE or its authorized service providers offer warranty service for the same product model number, you can receive the destination country's standard warranty for that product. Warranty terms, service availability, and service response times may vary from country/region to country/region. Refer to the warranty statement for more information. Return to top
Q13:	**Is my warranty coverage affected if I use a third-party product with my HPE Networking product?** As described in the warranty statement, HPE's warranty does not apply to products that have been damaged or rendered defective due to software, interfacing, parts or supplies not supplied by HPE, or from misuse or operation outside the usage parameters stated in the user documentation that shipped with the product. If you are having an issue with an HPE Networking product, HPE may ask you to temporarily remove the software, interfacing, parts, or supplies not supplied by HPE to determine whether or not it is causing or contributing to the defect. Return to top
Q14:	**Is my warranty coverage affected if I modify or service the product?** As described in the warranty statement, HPE's warranty does not apply to products that have been damaged or rendered defective due to modification or service by anyone other than (i) HPE, (ii) an HPE authorized service provider, or (iii) your own installation of HPE-approved parts if available for your product in the servicing country or region. Return to top
Q15:	**Does my warranty coverage apply to damage caused by lightning strikes?** No. A lightning strike can cause damage by direct means or indirect means. For example, the product can be damaged due to a direct strike, or it can be damaged due to transients from strikes elsewhere in your infrastructure traveling into the product through the power cord or over copper-based cabling connected to one or more ports on the product. Damage can result from high heat, acoustic shock waves, arcing, high current, and transient voltages, among other causes. These lightning-induced causes are external causes involving environmental conditions that are outside of the usage parameters stated in the user documentation that shipped with the product, and resulting damage or defects are therefore excluded from coverage (see the warranty statement for more information). You should contact your insurance carrier to see if lightning-caused damage is covered under your insurance policy. Return to top
Q16:	**Does my warranty coverage apply to damage caused by power surges, power outages, or similar events?** No. When a power surge or power outage occurs, or when power is restored after an outage, your HPE Networking product might be subjected to current and/or voltage that is outside of the published environmental specifications for the product. For example, high transient spikes in voltage can occur as power is restored after an outage by your electric utility company, which can result in damage to the circuitry or the power supply in your product. Since your HPE warranty does not apply to damage or defects caused by the product being operated outside of the usage parameters stated in the user documentation that shipped with the product, such as the voltage range, this kind of damage is excluded from coverage (see the warranty statement for more information). You should contact your insurance carrier or your Uninterruptible Power Supply (UPS) vendor to see if power surge- or power outage-related damage is covered under applicable insurance policies. Return to top

Q17:	**Does my warranty coverage apply to damage caused directly or indirectly by a fire?** No. As described in the warranty statement, HPE's warranty does not apply to products that have been damaged or rendered defective due to external causes or contamination. Furthermore, HPE Networking does not have decontamination processes, nor has HPE Networking qualified third-party cleaning processes. Depending on the nature and location of the fire and how it was extinguished, there could be direct or residual effects from heat, moisture, shock and vibration, or airborne chemicals and particles released by either material that burned or by firefighting equipment, any of which could ultimately lead to equipment failure. It is difficult to predict actual failure symptoms or the timeframe in which any such symptoms might appear. Visual inspection combined with successful operation of the equipment would not necessarily identify if the equipment was subject to any of these direct or residual effects and ultimately fail prematurely. You should contact your insurance carrier to see if fire or contamination related damage is covered under your insurance policy. Return to top
Q18:	**Can I get assistance on my product from HPE for situations that are not related to a warranty claim?** Yes. Go to the Web at www.hpe.com/support/hpesc to search the knowledge database, read frequently asked questions (FAQs), download the latest software updates, download the latest product manuals, and view a variety of information. Warranty web and telephone assistance is for verification of product conformance. Advanced topics including training, network design, consultation, optimization, performance tuning, and configuration recommendations are not available through this email and telephone service, but are available through other services from HPE or your HPE reseller. For more information on services for HPE Networking products, please go to the Web at www.hpe.com/networking/services. You can also talk to your HPE reseller who can provide information on HPE services and their own services. Return to top
Q19:	**Where can I go to find more information on services that HPE offers for my product?** For more information on services for HPE Networking products, please go to the Web at www.hpe.com/networking/services. You can also talk to your HPE reseller who can provide information on HPE services and their own services. Return to top
Q20:	**If my product is no longer covered under warranty, where can I purchase a refurbished part?** To purchase a refurbished part, please go to the Web at www.hpe.com/info/hpparts. Return to top