



# HP ProCurve Wireless Products Support/Warranty Booklet

## Support is as close as the World Wide Web!

<http://www.hp.com/go/hpprocurve>

Follow the links that lead you to technical support, software, and the information library. Our Web site has everything you need in one place, around the clock, seven days a week:

- Software, agent firmware, and drivers (see “When Downloading Files”, below)
- Troubleshooting information
- Product information
- Support contacts

### Your HP Reseller can help too!

Be sure to talk to your reseller about the support services they offer for your HP ProCurve networking products.

### Other HP Electronic Support Services

If you don't have World Wide Web access, these sources provide software, drivers, and technical information.

#### CD-ROM

Every managed HP ProCurve product comes with a CD-ROM that includes management software, MIBs, documentation, and other useful technical information.

#### HP FTP Library Service

```
ftp ftp.hp.com
Name: anonymous
Password: john@mycompany.com
ftp> bin
ftp> cd /pub/networking/software
ftp> get filename
ftp> quit
```

Use your FTP software to ftp to HP's site.  
Log in as “anonymous”  
Enter your email address as your password.  
Enter bin as the file transfer type  
Go to the directory that has the files  
Transfer the file you want to your computer  
Quit the connection.

#### When Downloading Files

Files are typically named to correspond to the HP product number of the product they're intended for. If the file you download has a file extension of “.exe”, it is a compressed file. For example, the product HP J3200A may have a file **j3200a.exe** that is extracted by typing **j3200a [Enter]**.

## Additional HP Support Services

Limited free telephone support is offered through the HP Customer Care Center (CCC) in your country/region:

North America		Europe, Middle East, and Africa		Europe, Middle East, and Africa (continued)	
United States	800-474-6836	Algeria	+213 (0) 61 56 45 43	Romania	01 315 44 22
Canada (English)	800-474-6836	Austria	0810-00 60 80	Russian Federation:	
Canada (French)	800-387-3867	Belgium (Dutch)	02 626 8806	(Moscow)	(095) 797-35-20
<b>Asia Pacific</b>		Belgium (French)	02 626 8807	(St. Petersburg)	(812) 346-79-97
Australia	(03) 8877 8000	Czech Republic	261 307 310	Slovak Republic	++421 2 68 20 80 80
China	(010) 6868-7980	Denmark	3929 4099	South Africa	086-000-1030
Hong Kong SAR	(852) 2599-7070	Egypt	+202 5325222	Spain	902 321 123
India	1 600 112267	Estonia	0-650-5263	Sweden	08 619 2170
	or 011 6826035	Finland	0203 47 288	Switzerland	0848 80 11 11
Indonesia	62-21-3503408	France	01 43 62 34 34	Tunisia	+216 1 891 222
Japan	0120-014121	Germany	01805/25 81 43	Turkey	+90 216 579 7171
	or 03-5347-3089	Greece	(+30) 10 607-3603	Ukraine	(38044) 490-35-20
Korea:		Hungary	(06-1) 3821111	United Kingdom	0207 5125202
(Seoul)	(02) 3270-0700	Ireland	+44 207 512 5202		
(outside Seoul)	080-999-0700	Israel	09-8304848		
Malaysia	1800 80 5405	Italy	02 26410350		
New Zealand	09 356 6640	Latvia	800 8012		
	or 04 499 2026	Lithuania	+370 2 787333		
	or 03 365 9805	Middle East	+971 4 883 8454		
Philippines	(632) 867-3551	Morocco	+212 22404747		
Singapore	6272 5300	Netherlands	020 606 8751		
Taiwan	02-2717-0055	Norway	22 11 6299		
Thailand	662-353-9000	Poland	+48 22 865 98 00		
Viet Nam	(84-8) 823 4530	Portugal	21 317 63 33		

The most up-to-date phone numbers can be found on the HP ProCurve web site:

<http://www.hp.com/go/hpprocurve>

Each CCC takes calls during the normal HP business hours for its location. This service is for basic questions only, relating to installation, general configuration, troubleshooting, and usage. Advanced topics including network design, consultation, performance tuning, and configuration recommendations are not available through this service.

HP has other telephone-based support, network design, consulting, and onsite services available that provide you with expert HP technical assistance. Contact your reseller or local HP Sales and Support Office for more information.

## Your Hewlett-Packard ProCurve Networking Product Warranty

This is your Hewlett-Packard Company network product warranty statement. Please read it to understand the warranty coverage you have. Please retain your original proof of purchase with this warranty statement and place each document in a safe location. When you make a warranty claim on a defective product, you may be asked to provide proof of purchase of the product.

In the spaces below, write the product name and number and the product's serial number or identification number. The serial number or identification number is usually on the front of the product or on a bar code label attached to the product. The number might look like one of the following: SG51831701 or S/N US41400480 or A-3429-D3.

Product Name and Number: \_\_\_\_\_

Product Serial Number or Identification Number: \_\_\_\_\_

### Hewlett-Packard Warranty Statement

**PRODUCT: HP ProCurve Wireless Access Points and their Accessories**

**DURATION: Lifetime (for as long as you own the product)**

1. HP warrants HP hardware, accessories, and supplies against defects in materials and workmanship for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or like-new.
2. HP warrants that HP software will not fail to execute its programming instructions, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.
3. HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, customer will be entitled to a refund of the purchase price upon prompt return of the product.
4. HP products may contain remanufactured parts equivalent to new in performance.
5. The warranty period begins on the date of delivery or on the date of installation if installed by HP. If customer schedules or delays HP installation more than 30 days after delivery, warranty begins on the 31st day from delivery.
6. Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.
7. TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
8. HP will be liable for damage to tangible property per incident up to the greater of \$300,000 or the actual amount paid for the product that is the subject of the claim, and for damages for bodily injury or death, to the extent that all such damages are determined by a court of competent jurisdiction to have been directly caused by a defective HP product.
9. TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.
10. TO THE EXTENT LOCAL LAW MANDATORILY REQUIRES A DEFINITION OF "LIFETIME WARRANTY" DIFFERENT FROM THAT PROVIDED HERE, THEN THE LOCAL LAW DEFINITION WILL SUPERSEDE AND TAKE PRECEDENCE.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND: THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

## How to Start a Warranty Claim

If you need to make a warranty claim, you can:

- contact your local HP Service Authorized Reseller, or
- contact HP directly. If you wish to contact HP directly, please call your HP Customer Care Center at the phone number listed for your country/region on page 2 of this booklet. This information is also available on the HP ProCurve web site:

<http://www.hp.com/go/hpprocurve>

When you call, please have the following information ready.

1. product number, for example, HP J3200A
2. serial number (for example, S/N US41400480 or PG2AJL9CWY28) or identification number (for example, A-3429-D3)
3. complete description of the product failure
4. proof of purchase of your product

## When Returning the Defective Unit

Your HP Service Authorized Reseller or HP Customer Care Center representative will give you detailed instructions on when and how to return the defective unit. It is important that you remove any of the accessories or cables and connectors that you may have installed in or attached to your unit before returning the defective unit. Examples of accessories are:

- access point card
- transceiver or mini-GBIC
- redundant power supply
- network cable
- serial cable
- power cord

Please refer to the installation instructions that shipped with your product for details on removing accessories, cables, and cords.

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### Warning:

When removing or installing a product or its accessories, follow the general installation safety instructions provided in the installation instructions that shipped with the product to avoid injury or damage to the product or its accessories.

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