



Hewlett Packard
Enterprise

HPE Storage

Global Limited Warranty and Technical
Support

Global Limited Warranty and Technical Support

This limited warranty covers products specified herein purchased after December 1, 2015.

THIS GLOBAL LIMITED WARRANTY AND TECHNICAL SUPPORT STATEMENT PROVIDES IMPORTANT INFORMATION ABOUT THE NATURE AND SCOPE OF THE EXPRESS LIMITED WARRANTY PROVIDED FOR THE HEWLETT PACKARD ENTERPRISE PRODUCT, AND ALSO CONTAINS CERTAIN DISCLAIMERS AND LIMITATIONS OF LIABILITY BY HEWLETT PACKARD ENTERPRISE, WHICH MATERIALLY IMPACT YOUR RIGHTS. ACCORDINGLY, YOU ARE STRONGLY ADVISED TO CAREFULLY READ THIS GLOBAL LIMITED WARRANTY AND TECHNICAL SUPPORT STATEMENT BEFORE USING YOUR HEWLETT PACKARD ENTERPRISE PRODUCT. YOUR USE OF THE HEWLETT PACKARD ENTERPRISE PRODUCT IS DEEMED TO BE ACCEPTANCE OF THE TERMS AND CONDITIONS SET FORTH IN THIS GLOBAL LIMITED WARRANTY AND TECHNICAL SUPPORT STATEMENT.

Hardware Limited Warranty

General terms

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

HEWLETT PACKARD ENTERPRISE MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL AND HEWLETT PACKARD ENTERPRISE EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. TO THE EXTENT ALLOWED BY THE LOCAL LAW OF JURISDICTIONS OUTSIDE THE UNITED STATES, HEWLETT PACKARD ENTERPRISE DISCLAIMS ALL IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. FOR ALL TRANSACTIONS OCCURRING IN THE UNITED STATES, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, 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. 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.

Please refer to the section, "[Australia Warranty Policy](#)" (page 24) for specific information regarding products supplied to Australian consumers.

This Limited Warranty is applicable in all countries and may be enforced in any country or region where Hewlett Packard Enterprise 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 Hewlett Packard Enterprise Global Limited Warranty program, products purchased in one country/region may be transferred to another country/region, where Hewlett Packard Enterprise 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. Your local Hewlett Packard Enterprise authorized service provider can provide you with details.

Hewlett Packard Enterprise 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 Hewlett Packard Enterprise-branded and Compaq-branded hardware products (collectively referred to in this Limited Warranty as “Hewlett Packard Enterprise Hardware Products”) sold by or leased from Hewlett Packard Enterprise, its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as “Hewlett Packard Enterprise”) with this Limited Warranty. The term “Hewlett Packard Enterprise Hardware Product” is limited to the hardware components and required firmware. The term “Hewlett Packard Enterprise Hardware Product” DOES NOT include any software applications or programs, non-Hewlett Packard Enterprise products, or non-Hewlett Packard Enterprise branded peripherals. All non-Hewlett Packard Enterprise products or non-Hewlett Packard Enterprise branded peripherals external to the Hewlett Packard Enterprise Hardware Product—such as external storage subsystems, displays, printers and other peripherals—are provided “AS IS” without Hewlett Packard Enterprise warranty. However, non-Hewlett Packard Enterprise manufacturers and suppliers or publishers may provide their own warranties directly to you.

Hewlett Packard Enterprise warrants that the Hewlett Packard Enterprise Hardware Products that you have purchased or leased from Hewlett Packard Enterprise 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 Hewlett Packard Enterprise, or from the date Hewlett Packard Enterprise 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 Hewlett Packard Enterprise Hardware Product is required within the Limited Warranty Period.

Unless otherwise stated, and to the extent permitted by local law, new Hewlett Packard Enterprise Hardware Products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. Hewlett Packard Enterprise may repair or replace Hewlett Packard Enterprise Hardware Products (a) with new or previously used products or parts equivalent to new in performance and reliability, or (b) with equivalent products 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 Hewlett Packard Enterprise Hardware Product they are replacing or in which they are installed, whichever is longer.

During the Limited Warranty Period, Hewlett Packard Enterprise 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 Hewlett Packard Enterprise. In the unlikely event that your Hewlett Packard Enterprise Hardware Product has recurring failures, Hewlett Packard Enterprise, at its sole discretion, may elect to provide you with (a) a replacement unit of Hewlett Packard Enterprise’s choosing that is the same or equivalent to your Hewlett Packard Enterprise 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

HEWLETT PACKARD ENTERPRISE DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. HEWLETT PACKARD ENTERPRISE IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO

FOLLOW THE INSTRUCTIONS INTENDED FOR THE HEWLETT PACKARD ENTERPRISE 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 Hewlett Packard Enterprise; (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) Hewlett Packard Enterprise, (ii) a Hewlett Packard Enterprise authorized service provider, or (iii) your own installation of Hewlett Packard Enterprise-approved parts if available for your product in the servicing country or region.

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

Hewlett Packard Enterprise is not responsible for any interoperability or compatibility issues that may arise when (1) products, software, or options not supported by Hewlett Packard Enterprise are used; (2) configurations not supported by Hewlett Packard Enterprise 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 HEWLETT PACKARD ENTERPRISE REGARDING THE HEWLETT PACKARD ENTERPRISE HARDWARE PRODUCT YOU HAVE PURCHASED OR LEASED. THESE TERMS AND CONDITIONS SUPERSEDE ANY PRIOR AGREEMENTS OR REPRESENTATIONS—INCLUDING REPRESENTATIONS MADE IN HEWLETT PACKARD ENTERPRISE SALES LITERATURE OR ADVICE GIVEN TO YOU BY HEWLETT PACKARD ENTERPRISE OR AN AGENT OR EMPLOYEE OF HEWLETT PACKARD ENTERPRISE—THAT MAY HAVE BEEN MADE IN CONNECTION WITH YOUR PURCHASE OR LEASE OF THE HEWLETT PACKARD ENTERPRISE 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 Hewlett Packard Enterprise.

Limitation of liability

IF YOUR HEWLETT PACKARD ENTERPRISE HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, HEWLETT PACKARD ENTERPRISE'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.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HEWLETT PACKARD ENTERPRISE BE LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS, BUSINESS INTERRUPTION, LOSS OF DATA, LOST REVENUE, LOSS OF USE, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSS OF ANY KIND, OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. HEWLETT PACKARD ENTERPRISE IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS

LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED HEWLETT PACKARD ENTERPRISE OR AN AUTHORIZED REPRESENTATIVE OF HEWLETT PACKARD ENTERPRISE OF THE POSSIBILITY OF ANY SUCH DAMAGES OR EVEN IF SUCH POSSIBILITY WERE REASONABLY FORESEEABLE. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

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 Hewlett Packard Enterprise to provide the best possible support and service during the Limited Warranty Period, you will be required to:

- Provide true, accurate, and complete information when filing a warranty claim.
- Maintain a proper and adequate environment, and use the Hewlett Packard Enterprise Hardware Product in accordance with the instructions furnished.
- Verify configurations, load most recent firmware, install software patches, run Hewlett Packard Enterprise diagnostics and utilities, and implement temporary procedures or workarounds provided by Hewlett Packard Enterprise while Hewlett Packard Enterprise works on permanent solutions.
- Allow Hewlett Packard Enterprise 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 Hewlett Packard Enterprise. Additionally, you will:
 - Use the Proprietary Service Tools only during the applicable warranty period and only as allowed by Hewlett Packard Enterprise
 - Install, maintain, and support Proprietary Service Tools, including any required updates and patches
 - Provide remote connectivity through a Hewlett Packard Enterprise-approved communications line, if required
 - Assist Hewlett Packard Enterprise in running the Proprietary Service Tools
 - Use the electronic data transfer capability to inform Hewlett Packard Enterprise of events identified by the software
 - Purchase Hewlett Packard Enterprise-specified remote connection hardware for systems with remote diagnosis service, if required
 - Return the Proprietary Service Tools or allow Hewlett Packard Enterprise 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, Hewlett Packard Enterprise 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 Hewlett Packard Enterprise remote support solutions where applicable. Hewlett Packard Enterprise strongly encourages you to use available support technologies provided by Hewlett Packard Enterprise. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements. When installing or

configuring a Hewlett Packard Enterprise remote support solution, provide accurate and current site location and contact information.

- Cooperate with Hewlett Packard Enterprise 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 files, data, or programs stored on your hard drive or other storage devices as a precaution against possible failures, alteration, or loss. Before returning any Hewlett Packard Enterprise Hardware Product for warranty support, back up your files, data, and programs, and remove any confidential, proprietary, or personal information.
- Maintain a procedure to reconstruct your lost or altered files, data, or programs that is not dependent on the Hewlett Packard Enterprise Hardware Product under warranty support.
- Notify Hewlett Packard Enterprise if you use Hewlett Packard Enterprise Hardware Products in an environment that poses a potential health or safety hazard to Hewlett Packard Enterprise employees or subcontractors. Hewlett Packard Enterprise may require you to maintain such products under Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise Hardware Product you have purchased. For more details, refer to the Limited warranty period section.

Customer self repair

Hewlett Packard Enterprise products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, Hewlett Packard Enterprise identifies that the repair can be accomplished by the use of a CSR part, Hewlett Packard Enterprise will ship that part directly to you for replacement. There are two categories of CSR parts:

- Parts for which customer self repair is mandatory. If you request Hewlett Packard Enterprise to replace these parts, you will be charged for the travel and labor costs of this service.
- Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that Hewlett Packard Enterprise replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the Hewlett Packard Enterprise Technical Support Center and a technician will help you over the telephone. Hewlett Packard Enterprise specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to Hewlett Packard Enterprise. In cases where it is required to return the defective part to Hewlett Packard Enterprise, you must ship the defective part back to Hewlett Packard Enterprise within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in Hewlett Packard Enterprise billing you for the replacement. With a customer self repair, Hewlett Packard Enterprise will pay all shipping and part return costs and determine the courier/carrier to be used.

For your convenience, Hewlett Packard Enterprise provides quick reference tables of which CSR parts are available for your product. Refer to <http://www.hpe.com/info/csraparts> for details.

Parts-only warranty service

Your Hewlett Packard Enterprise Limited Warranty may include a parts-only warranty service. Under the terms of parts-only service, Hewlett Packard Enterprise will provide replacement parts free of charge. If Hewlett Packard Enterprise carries out the repair, labor and logistics costs are at your expense.

Advanced unit replacement warranty service

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

On-site warranty service

Your Hewlett Packard Enterprise Limited Warranty may include an on-site warranty service. Under the terms of on-site service, Hewlett Packard Enterprise may, at its sole discretion, determine if a defect can be repaired:

- Remotely
- By the use of a CSR part
- By a service call at the location of the defective unit

If Hewlett Packard Enterprise ultimately determines that an on-site service call is required to repair a defect, the call will be scheduled during standard office hours unless otherwise stated for the Hewlett Packard Enterprise Hardware Product you purchased. Standard office hours are typically 08:00 to 17:00, Monday through Friday, but may vary with local business practices. If the location of the defective unit is outside the customary service zone (typically 50km), response times may be longer or there may be additional charges. To locate the nearest Hewlett Packard Enterprise authorized service provider, refer to the Hewlett Packard Enterprise website at <http://www.hpe.com/support>.

In order to receive on-site support, you must:

- Have a representative present when Hewlett Packard Enterprise provides warranty services at your site
- Notify Hewlett Packard Enterprise if products are being used in an environment which poses a potential health or safety hazard to Hewlett Packard Enterprise employees or subcontractors
- Subject to its reasonable security requirements, provide Hewlett Packard Enterprise with sufficient, free, and safe access to and use of all facilities, information, and systems determined necessary by Hewlett Packard Enterprise to provide timely support
- Ensure that all manufacturers labels (such as serial numbers) are in place, accessible, and legible
- Maintain an environment consistent with product specifications and supported configurations

Service upgrades

Hewlett Packard Enterprise has a range of additional support and service coverage for your product that can be purchased locally. However, some support 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 Hewlett Packard Enterprise website at <http://www.hpe.com/support>.

Limited Warranty Period

The Limited Warranty Period for an Hewlett Packard Enterprise Hardware Product is a specified, fixed period commencing on the date of purchase. The date on your sales receipt is the date of purchase unless Hewlett Packard Enterprise or your reseller informs you otherwise in writing.

- Hewlett Packard Enterprise online support includes a variety of self-help tools, troubleshooting assistance, and if entitled access to the patch database, firmware/software update packages, and documentation. For more information, see: <http://www.hpe.com/support> or <http://www.hpe.com/support/hpesc>.
- Technical phone support provides hardware warranty troubleshooting and issue resolution. For more information, see <http://www.hpe.com/support>.
- Warranty information in the tables that follow reflects base hardware warranty offerings. Enhancements to the base hardware warranty might be included with your Hewlett Packard Enterprise Hardware Product. You can purchase HP Care Pack Services to upgrade your base hardware product warranty. For details, consult the product specifications at <http://www.hpe.com>.
- If a storage product is not covered in the tables that follow, refer to your purchase order, or contact your sales representative for warranty information.

Table 1 EVA, XP, and 3PAR Disk Storage Systems

Product	Warranty Period	Remote Monitoring & Support ¹	Customer Performed Maintenance Tasks ² Include	Service Delivery Method ³ Availability & Response Time ⁴
EVA4000, EVA4000 SAN Starter Bundles ⁵	1 year	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
HPE XP24000/XP20000 Disk Array	2 years	Remote monitoring and notification of errors and events	None	On-site Warranty Service 7x24 4-hour remote response with next business day on-site response
HPE XP P9500 Disk Array	3 years	Remote monitoring and notification of errors and events	None	On-site Warranty Service 7x24 4-hour remote response with next business day on-site response
HPE XP7 Storage	3 years	Remote monitoring and notification of errors and events	None	On-site Warranty Service 7x24 4-hour onsite response
EVA4000, 6000, 8000, 4100, 6100, 8100 Disk Array ⁵	2 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ 7x24 4-hour remote response with next business day on-site response

Table 1 EVA, XP, and 3PAR Disk Storage Systems (continued)

Product	Warranty Period	Remote Monitoring & Support ¹	Customer Performed Maintenance Tasks ² Include	Service Delivery Method ³ Availability & Response Time ⁴
EVA4400 Disk Array ^{5, 7} EVA6400, 8400 Disk Array ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
P6300, P6350, P6500, P6550 Enterprise Virtual Array Systems ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
HPE 3PAR F-Class Storage Systems HPE 3PAR T-Class Storage Systems HPE StoreServ 10000 3PAR Storage Systems	3 years	Remote monitoring and notification of errors and events ⁸	None	On-site Warranty Service 7x24 4-hour remote response with next business day on-site response ⁸
HPE 3PAR StoreServ 7000 Storage Systems	3 years	Remote monitoring and notification of errors and events ⁸	CSR ⁶ : Available on some parts and mandatory on some parts	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ 7x24 4-hour remote response with next business day on-site response ⁸
HPE 3PAR StoreServ 8000 Storage Systems	3 years	Remote monitoring and notification of errors and events ⁸	CSR ⁶ : Available on some parts and mandatory on some parts	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ 7x24 4-hour remote response with next business day on-site response ⁸
HPE 3PAR StoreServ 20000 Storage Systems	3 years	Remote monitoring and notification of errors and events	None	On-site Warranty Service 7x24 4-hour onsite response
HPE 3PAR StoreServ File Controller	3 years	Remote monitoring and notification of errors and events ⁸	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ 7x24 4-hour remote response with next business day on-site response ⁸

- ¹ To take full advantage of Hewlett Packard Enterprise's remote monitoring & support solutions, and to maximize the service delivery experience, Hewlett Packard Enterprise recommends that you enable these features at installation time. For some products, this may require the purchase of Hewlett Packard Enterprise Installation Services.
- ² For details, see “Customer Responsibilities” (page 6) and “Customer self repair” (page 7).
- ³ For details, see “On-site warranty service” (page 8) and “Parts-only warranty service” (page 8).
- ⁴ Response times are based on local standard business days and working hours. Unless stated otherwise, responses are measured from the time the customer calls to the time Hewlett Packard Enterprise has either established a mutually acceptable time for support to be provided, or has begun to provide support or remote diagnostics. Response time is based on a commercially reasonable effort. In some countries and under certain supplier conditions, response time may vary. If your location is outside the customary service zone, response time may be longer or there may be an additional charge. Contact your local Hewlett Packard Enterprise service organization for the response time for your area.
- ⁵ Disk drive warranty may vary. For details, see Table 3 (page 13).
- ⁶ Customer Self Repair includes remote telephone support with parts replacement when diagnostic tests confirm part failure. For component CSR details, see <http://www.hpe.com>. For additional information, see “Customer self repair” (page 7).
- ⁷ Applies to EVA4400s with a product number ending in B, and EVA4400 embedded switches with a product number ending in C.
- ⁸ To take full advantage of HPE 3PAR remote monitoring and support solutions, and to maximize the service delivery experience, Hewlett Packard Enterprise requires that you enable these features at the time of installation. If HPE 3PAR remote support solutions are not enabled at installation and maintained throughout the warranty period, then response time might be longer and the ability to provide support and any root cause analysis might be hindered.

Table 2 ProLiant Storage Servers, MSA Storage Systems

Product	Warranty Period	Remote Monitoring & Support ¹	Customer Performed Maintenance Tasks ² Include	Service Delivery Method ³ Availability & Response Time ⁴
ProLiant Storage Servers DL100 G1, DL100 G2, DL100 G2 DPSS, ML310, ML110, ML310G3 DPSS, DL160, DL185 ⁵	1 year	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
ProLiant Storage Servers DL320S, 1200s, 1500s, 2000s, 4000s, 9000s, b2000, b3000 ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	First year: On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Second and third years: Parts-Only Warranty Service Normal business hours Next business day response
ProLiant Storage Servers DL580 G2, DL585, ML350 G4, ML350 G5, ML370 G4, DL380 G4, DL380 G5, DL380G5 DPSS ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
HPE X1000 G1 ⁵ HPE X3000 G1 ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
HPE X1000 G2 ⁵ HPE X3000 G2 ⁵ HPE X5000 G2 ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response

Table 2 ProLiant Storage Servers, MSA Storage Systems (continued)

Product	Warranty Period	Remote Monitoring & Support ¹	Customer Performed Maintenance Tasks ² Include	Service Delivery Method ³ Availability & Response Time ⁴
HPE StoreEasy 1000 ⁵ HPE StoreEasy 3000 ⁵ HPE StoreEasy 5000 ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
MSA1000, 1500, 1510i	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	First year: On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Second and third years: Parts-Only Warranty Service Normal business hours Next business day response
MSA500 ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
MSA20, 30, 50, 60, 70, SFS20 ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
MSA2000 ⁵	3 years	Remote monitoring and notification of errors and events	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
MDS600	3 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service ⁷ Normal business hours Next business day response

¹ To take full advantage of Hewlett Packard Enterprise's remote monitoring & support solutions, and to maximize the service delivery experience, Hewlett Packard Enterprise recommends that you enable these features at installation time. For some products, this may require the purchase of Hewlett Packard Enterprise Installation Services.

² For details, see “Customer Responsibilities” (page 6) and “Customer self repair” (page 7).

³ For details, see “On-site warranty service” (page 8) and “Parts-only warranty service” (page 8).

⁴ Response times are based on local standard business days and working hours. Unless stated otherwise, responses are measured from the time the customer calls to the time Hewlett Packard Enterprise has either established a mutually acceptable time for support to be provided, or has begun to provide support or remote diagnostics. Response time is based on a commercially reasonable effort. In some countries and under certain supplier conditions, response time may vary. If your location is outside the customary service zone, response time may be longer or there may be an additional charge. Contact your local Hewlett Packard Enterprise service organization for the response time for your area.

⁵ Disk drive warranty may vary. For details, see Table 3 (page 13).

⁶ Customer Self Repair includes remote telephone support with parts replacement when diagnostic tests confirm part failure. For component CSR details, see <http://www.hpe.com/info/csrrparts>. For additional information, see “Customer self repair” (page 7).

⁷ Bundled disk drives and SAS switches might have different warranty terms than the MDS600. For more information, see Table 3 (page 13) and Table 4 (page 16).

Table 3 Disk Drives and Accessories

Product	Warranty Period ¹	Remote Monitoring & Support ²	Customer Performed Maintenance Tasks ³ Include	Service Delivery Method ⁴ Availability & Response Time ⁵
ATA/PATA/SATA Disk Drives	1 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours 1–5 business day response
Batteries	1 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts	Parts-Only Warranty Service Normal business hours 1–5 business day response
Batteries — XP, EVA, and 3PAR	Battery warranty duration is the same as the system warranty duration. Refer to Table 1 for your specific product.	Remote monitoring and notification of errors and events (depending on system capability)	XP: none EVA: CSR ⁶ : All parts 3PAR: none	Service Delivery Method and Response Time is the same as what is specified for the Storage System. Refer to Table 1 for your specific product.
Other EVA FC and FATA Drive Modules	2 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts in FC Disk Shelf Firmware upgrade and pre-upgrade tasks	On-site Warranty Service 7x24 4-hour remote response with next business day on-site response
EVA 4400, 6400 and 8400 Solid State Drives (SSD) EVA 6400, 8400 FC and FATA Drive Modules EVA 4400 FC and FATA Drive Modules ⁷ P6300, P6350, P6550, and P6500 SAS Hard Disk Drives (HDDs) and Solid State Drives (SDDs).	3 years for any HDD or SSD failure, including SSDs reaching the write wear limit	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
HPE 3PAR F-Class Storage Systems SSD and HDD HPE 3PAR T-Class Storage Systems SSD and HDD	1 year for any HDD or SSD failure, including SSDs reaching the write wear limit	Remote monitoring and notification of errors and events (depending on system capability)	None	On-site Warranty Service Normal business hours Next business day response
HPE 3PAR F-Class Storage non-drive accessories ⁸	1 year	Remote monitoring and notification of errors and events (depending on system capability)	None	On-site Warranty Service Normal business hours
HPE 3PAR StoreServ 10000 Storage Systems SSD and HDD	5 years for any failure for the following SSDs including SSDs reaching the write wear limit: E7W26B,	Remote monitoring and notification of errors and events (depending on system capability)	None	On-site Warranty Service Normal business hours Next business day response

Table 3 Disk Drives and Accessories (continued)

Product	Warranty Period ¹	Remote Monitoring & Support ²	Customer Performed Maintenance Tasks ³ Include	Service Delivery Method ⁴ Availability & Response Time ⁵
	<p>E7W27B, E7Y53A, E7Y54A, E7W56B, E7W57B, E7Y61A, E7Y62A, K0F38A, and K0F39A.</p> <p>3 years for any SSD failure, including SSDs reaching the write wear limit, with the exception of the product numbers listed above.</p>			
<p>HPE 3PAR StoreServ 7000 Storage Systems SSD and HDD</p>	<p>5 years for any failure for the following SSDs including SSDs reaching the write wear limit: E7W24B, E7W25B, E7Y52A, E7W54B, E7W55B, E7Y55A, E7Y56A, E7Y57A, E7Y58A, K0F27A, and K2Q91A.</p> <p>3 years for any HDD or SSD failure, including SSDs reaching the write wear limit with the exception of the product numbers listed above.</p>	<p>Remote monitoring and notification of errors and events (depending on system capability)</p>	<p>CSR⁶: All parts</p>	<p>Parts-Only Warranty Service Normal business hours Next business day response</p>
<p>HPE 3PAR StoreServ 8000 Storage Systems SSD and HDD</p>	<p>5 years for any failure of SSDs, including SSDs reaching write wear limit. 3 years for any failure of HDDs.</p>	<p>Remote monitoring and notification of errors and events (depending on system capability)</p>	<p>CSR⁶: All parts</p>	<p>Parts-Only Warranty Service Normal business hours Next business day response</p>

Table 3 Disk Drives and Accessories (continued)

Product	Warranty Period ¹	Remote Monitoring & Support ²	Customer Performed Maintenance Tasks ³ Include	Service Delivery Method ⁴ Availability & Response Time ⁵
HPE 3PAR StoreServ 20000 Storage Systems SSD and HDD	5 years for any failure of SSDs, including SSDs reaching write wear limit. 3 years for any failure of HDDs	Remote monitoring and notification of errors and events (depending on system capability)	None	On-site Warranty Service 24x7 Four-Hour On-site response
HPE XP P9500 Disk Array SSD	3 years for any HDD or SSD failure, including SSDs reaching the write wear limit	Remote monitoring and notification of errors and events (depending on system capability)	None	On-site Warranty Service Normal business hours Next business day response
HPE XP24000/XP20000 Disk Array SSD	2 years	Remote monitoring and notification of errors and events (depending on system capability)	None	On-site Warranty Service Normal business hours Next business day response
HPE P4900 G2 SSD Storage System SSD	3 years, including SSDs reaching the write wear limit	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
SSD (These terms apply to SSDs that are not individually listed in this table).	3 years ⁹	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours 1–5 business day response
SCSI/SAS Disk Drives	3 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours 1–5 business day response

¹ Warranty duration is independent of system warranty.

² To take full advantage of Hewlett Packard Enterprise's remote monitoring & support solutions, and to maximize the service delivery experience, Hewlett Packard Enterprise recommends that you enable these features at installation time. For some products, this may require the purchase of Hewlett Packard Enterprise Installation Services.

³ For details, see “Customer Responsibilities” (page 6) and “Customer self repair” (page 7).

⁴ For details, see “On-site warranty service” (page 8) and “Parts-only warranty service” (page 8).

⁵ Response times are based on local standard business days and working hours. Unless stated otherwise, responses are measured from the time the customer calls to the time Hewlett Packard Enterprise has either established a mutually acceptable time for support to be provided, or has begun to provide support or remote diagnostics. Response time is based on a commercially reasonable effort. In some countries and under certain supplier conditions, response time may vary. If your location is outside the customary service zone, response time may be longer or there may be an additional charge. Contact your local Hewlett Packard Enterprise service organization for the response time for your area.

⁶ Customer Self Repair includes remote telephone support with parts replacement when diagnostic tests confirm part failure. For component CSR details, see <http://www.hpe.com/info/csrsupport>. For additional information, see “Customer self repair” (page 7).

⁷ Applies to product numbers ending in B.

⁸ Non-drive accessories include: upgrade nodes, upgrade drive chassis, upgrade drive magazines, and upgrade host and disk adaptors.

⁹ 3 years from the date of purchase or once the SSD has exceeded its respective maximum usage limitation. Solid State Drives that have exceeded their respective maximum usage limitation are not covered under warranty.

Table 4 Storage Networking Products

Product	Warranty Period	Remote Monitoring & Support ¹	Customer Performed Maintenance Tasks ² Include	Service Delivery Method ³ Availability & Response Time ⁴
Network Interface Cards (NIC) ⁵	1 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
Ultra 320 Dual-Channel HBA ⁵	1 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
Other Fabric and Infrastructure Switches	1 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : Available on some parts and mandatory on some parts	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
SAS Switch	1 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ Normal business hours Next business day response
Director Switches ⁷	3 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ 7x24 4-hour remote response with next business day on-site response
MDS 9222i Fabric Switch	2 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ 7x24 4-hour remote response with next business day on-site response
Encryption Switches (Enterprise Class)	2 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁶ 7x24 4-hour remote response with next business day on-site response
Host Bus Adapters (HBA)	3 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response

¹ To take full advantage of Hewlett Packard Enterprise's remote monitoring & support solutions, and to maximize the service delivery experience, Hewlett Packard Enterprise recommends that you enable these features at installation time. For some products, this may require the purchase of Hewlett Packard Enterprise Installation Services.

² For details, see ["Customer Responsibilities"](#) (page 6) and ["Customer self repair"](#) (page 7).

³ For details, see ["On-site warranty service"](#) (page 8) and ["Parts-only warranty service"](#) (page 8).

⁴ Response times are based on local standard business days and working hours. Unless stated otherwise, responses are measured from the time the customer calls to the time Hewlett Packard Enterprise has either established a mutually acceptable time for support to be provided, or has begun to provide support or remote diagnostics. Response time is based on a commercially reasonable effort. In some countries and under certain supplier conditions, response time may vary. If your location is outside the customary service

zone, response time may be longer or there may be an additional charge. Contact your local Hewlett Packard Enterprise service organization for the response time for your area.

⁵ Warranty duration is independent of system warranty.

⁶ Customer Self Repair includes remote telephone support with parts replacement when diagnostic tests confirm part failure. For component CSR details, see <http://www.hpe.com/info/csraparts>. For additional information, see “Customer self repair” (page 7).

⁷ All the other warranty conditions remain the same, only the duration of the warranty will be changed.

Table 5 Tape Drives and Autoloaders

Product	Warranty Period	Remote Monitoring & Support ¹	Customer Performed Maintenance Tasks ² Include	Service Delivery Method ³ Availability & Response Time ⁴
DAT 24 USB ⁵	1 year	N/A	CSR ⁶ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
DAT 72x10 1U Tape Autoloaders	1 year	N/A	CSR ⁶ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
1/8 Tape Autoloaders	1 year	N/A	CSR ⁶ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
1/8 G2 Tape Autoloaders	1 year	Web based management and remote monitoring	CSR ⁶ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
DAT 24 SCSI ⁵	3 years	N/A	CSR ⁶ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
DAT 40, 72, 160, and 320 drives ⁵	3 years	N/A	CSR ⁶ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
DLT, VS, DDS, SDLT and LTO/Ultrium Drives ⁵	3 years	N/A	CSR ⁶ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
1U and 3U HPE Rackmount Kits	3 years	N/A	CSR ⁶ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
Ultrium Tape Blades ⁵	3 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁶ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response

¹ To take full advantage of Hewlett Packard Enterprise's remote monitoring & support solutions, and to maximize the service delivery experience, Hewlett Packard Enterprise recommends that you enable these features at installation time. For some products, this may require the purchase of Hewlett Packard Enterprise Installation Services.

² For details, see “Customer Responsibilities” (page 6) and “Customer self repair” (page 7).

³ For details, see “On-site warranty service” (page 8) and “Parts-only warranty service” (page 8).

⁴ Response times are based on local standard business days and working hours. Unless stated otherwise, responses are measured from the time the customer calls to the time Hewlett Packard Enterprise has either established a mutually acceptable time for support to be provided, or has begun to provide support or remote diagnostics. Response time is based on a commercially reasonable effort. In some countries and under certain supplier conditions, response time may vary. If your location is outside the customary service zone, response time may be longer or there may be an additional charge. Contact your local Hewlett Packard Enterprise service organization for the response time for your area.

⁵ Tape drives embedded inside a Hewlett Packard Enterprise server do not adopt the server warranty.

⁶ Customer Self Repair includes remote telephone support with parts replacement when diagnostic tests confirm part failure. For component CSR details, see <http://www.hpe.com/info/csrrparts>. For additional information, see “Customer self repair” (page 7).

Table 6 Tape Libraries, Virtual Tape and Disk Backup Products

Product	Warranty Period	Remote Monitoring & Support ¹	Customer Performed Maintenance Tasks ² Include	Service Delivery Method ³ Availability & Response Time ⁴
MSL2024, MSL4048 Tape Library	1 year	Web based management and remote monitoring	CSR ⁵ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
MSL8048, MSL8096 Tape Library HPE StoreEver MSL6480 Scalable Libraries	1 year	Web based management and remote monitoring	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response
SKM key management appliance	1 year	N/A	CSR ⁵ : Whole Unit Replacement Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
StoreOnce 2000 Series, D2D 100 Series Backup Systems ⁶	1 year	Web based management and remote monitoring	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
StoreOnce 4000 series, D2D 4000i/fc Series Backup Systems ⁶	1 year	Web based management and remote monitoring	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response
StoreOnce 6000 and B6000 Series Backup Systems ⁶	1 year	Web based management and remote monitoring	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response
VLS 1000i ⁶	1 year	Web based management and remote monitoring	CSR ⁵ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
VLS 3xx/12xxx Series Virtual Tape Library EVA Gateway ⁶	1 year	Web based management and remote monitoring	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response

Table 6 Tape Libraries, Virtual Tape and Disk Backup Products (continued)

Product	Warranty Period	Remote Monitoring & Support ¹	Customer Performed Maintenance Tasks ² Include	Service Delivery Method ³ Availability & Response Time ⁴
VLS 6xxx/9xxx Series Virtual Tape Library ⁶	1 year	Web based management and remote monitoring	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response
RDX160, RDX320, RDX500, RDX750 Internal and External Removable Disk Backup System ^{6,7} RDX Media ⁸	3 years	N/A	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response
Tape Array 5300	3 years	N/A	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response
Tape Libraries: ESL-e, EML, MSL6000	1 year	ESL-e and EML have SNMP and SMI-S for remote monitoring. The MSL 6000 has a web based remote management feature.	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response

¹ To take full advantage of Hewlett Packard Enterprise's remote monitoring & support solutions, and to maximize the service delivery experience, Hewlett Packard Enterprise recommends that you enable these features at installation time. For some products, this may require the purchase of Hewlett Packard Enterprise Installation Services.

² For details, see “Customer Responsibilities” (page 6) and “Customer self repair” (page 7).

³ For details, see “On-site warranty service” (page 8) and “Parts-only warranty service” (page 8).

⁴ Response times are based on local standard business days and working hours. Unless stated otherwise, responses are measured from the time the customer calls to the time Hewlett Packard Enterprise has either established a mutually acceptable time for support to be provided, or has begun to provide support or remote diagnostics. Response time is based on a commercially reasonable effort. In some countries and under certain supplier conditions, response time may vary. If your location is outside the customary service zone, response time may be longer or there may be an additional charge. Contact your local Hewlett Packard Enterprise service organization for the response time for your area.

⁵ Customer Self Repair includes remote telephone support with parts replacement when diagnostic tests confirm part failure. For component CSR details, see <http://www.hpe.com/info/csrrparts>. For additional information, see “Customer self repair” (page 7).

⁶ Disk drive warranty may vary. For details, see “Disk Drives and Accessories” (page 13).

⁷ For details on the services bundled with this product, check the product specifications at <http://www.hpe.com>.

⁸ The warranty period was increased from 1 year to 3 years, effective June 1, 2015. Be aware that some discontinued products will remain with the 1 year warranty. Further, a small number of legacy RDX projects will have the 3 year warranty effective from June 1, 2015 only. Contact HP Support to determine entitlement.

Table 7 Other Disk Storage Systems

Product	Warranty Period	Remote Monitoring & Support¹	Customer Performed Maintenance Tasks² Include	Service Delivery Method³ Availability & Response Time⁴
Disk Subsystem DS2120 ⁶	1 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response
HPE LeftHand P4300 Storage System HPE P4300 G2 Storage System HPE LeftHand P4500 Storage System HPE P4500 G2 Storage System HPE P4900 G2 SSD Storage System	1 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁵ : All parts	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response
Disk System DS2500 ⁶	2 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁵ : Available on some parts and mandatory on some parts Firmware upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ 7x24 4-hour remote response with next business day on-site response
HPE SAN Virtualization Services Platform (SVSP) ⁶	2 years	Limited via third party software	None	On-site Warranty Service 7x24 4-hour remote response with next business day on-site response
HPE StoreAll 8200 Storage Gateway ⁶	3 years	Remote monitoring and notification of errors and events with V6.6 and later (depending on system capability)	None	On-site Warranty Service Normal business hours Next business day response
HPE StoreAll 8800 Storage ⁶	3 years	Remote monitoring and notification of errors and events with V6.6 and later (depending on system capability)	None	On-site Warranty Service Normal business hours Next business day response
HPE StoreAll 9300 Storage Gateway ⁶	3 years	Remote monitoring and notification of errors and events with V6.6 and later (depending on system capability)	None	On-site Warranty Service Normal business hours Next business day response
HPE StoreAll 9320 Storage ⁶	3 years	Remote monitoring and notification of errors and events with V6.6 and later (depending on system capability)N/A	None	On-site Warranty Service Normal business hours Next business day response
HPE IBRIX X9720 Storage ⁶	3 years	Remote monitoring and notification of errors and events with V6.6 and later (depending on system capability)	None	On-site Warranty Service Normal business hours Next business day response

Table 7 Other Disk Storage Systems (continued)

Product	Warranty Period	Remote Monitoring & Support¹	Customer Performed Maintenance Tasks² Include	Service Delivery Method³ Availability & Response Time⁴
HPE StoreAll 9730 Storage ⁶	3 years	Remote monitoring and notification of errors and events with V6.6 and later (depending on system capability)	None	On-site Warranty Service Normal business hours Next business day response
HPE D2200sb Series Storage Blades	3 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁵ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
IO Accelerator for BladeSystem c-Class	3 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁵ : All parts Firmware upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
HPE LeftHand P4300 Starter SAN Solution HPE P4300 G2 Starter SAN Solution HPE LeftHand P4500 Virtualization SAN Solution HPE P4500 G2 Virtualization SAN Solution HPE LeftHand P4500 Multi-site SAN Solution HPE P4500 G2 Multi-site SAN Solution HPE P4500 G2 60TB MDL SAS Scalable Capacity SAN Solution HPE P4800 G2 SAS SAN Solution for BladeSystem HPE P4900 G2 SSD SAN Solution	3 years ⁷	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁵ : All parts	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response
HPE StoreVirtual 4130 SAS Storage ⁸ HPE StoreVirtual 4330 SAS Storage ⁸ HPE StoreVirtual 4330 FC SAS Storage ⁸ HPE StoreVirtual 4530 SAS Storage ⁸ HPE StoreVirtual 4630 SAS Storage ⁸ HPE StoreVirtual 4730 SAS Storage ⁸ HPE StoreVirtual 4730 FC SAS Storage ⁸ HPE StoreVirtual 4335 Hybrid Storage	3 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁵ : All parts Firmware upgrade and pre-upgrade tasks Operating system upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR ⁵ Normal business hours Next business day response

Table 7 Other Disk Storage Systems (continued)

Product	Warranty Period	Remote Monitoring & Support ¹	Customer Performed Maintenance Tasks ² Include	Service Delivery Method ³ Availability & Response Time ⁴
HPE ConvergedSystem 240-HC StoreVirtual Storage HPE ConvergedSystem 242-HC StoreVirtual Storage HPE ConvergedSystem 250-HC StoreVirtual Storage	3 years	Remote monitoring and notification of errors and events (depending on system capability)	CSR ⁵ : All parts Firmware upgrade and pre-upgrade tasks Operating system upgrade and pre-upgrade tasks	Parts-Only Warranty Service Normal business hours Next business day response
HPE Hyper Converged 250 For Microsoft Cloud Platform System Standard	1 year	Remote monitoring and notification of errors and events (depending on system capability)	CSR: All parts Firmware upgrade and pre-upgrade tasks Operating system upgrade and pre-upgrade tasks	On-site Warranty Service for service events not remedied remotely or through CSR Normal business hours Next business day response

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² For details, see “Customer Responsibilities” (page 6) and “Customer self repair” (page 7).

³ For details, see “On-site warranty service” (page 8) and “Parts-only warranty service” (page 8).

⁴ Response times are based on local standard business days and working hours. Unless stated otherwise, responses are measured from the time the customer calls to the time Hewlett Packard Enterprise has either established a mutually acceptable time for support to be provided, or has begun to provide support or remote diagnostics. Response time is based on a commercially reasonable effort. In some countries and under certain supplier conditions, response time may vary. If your location is outside the customary service zone, response time may be longer or there may be an additional charge. Contact your local Hewlett Packard Enterprise service organization for the response time for your area.

⁵ Customer Self Repair includes remote telephone support with parts replacement when diagnostic tests confirm part failure. For component CSR details, see <http://www.hpe.com/info/csrrparts>. For additional information, see “Customer self repair” (page 7).

⁶ Disk drive warranty may vary. For details, see “Disk Drives and Accessories” (page 13).

⁷ One year of hardware maintenance is provided by the manufacturer warranty. A Hewlett Packard Enterprise Services maintenance contract, included with the SAN solution purchase, includes hardware maintenance for years 2 and 3.

⁸ The versions of this document that were published on December 4, 2012 and March 25, 2013 listed different information in the Customer Performed Maintenance Tasks and Service Delivery Method columns. For this product, the information in this document supercedes the information in the previous documents.

Software Limited Warranty

EXCEPT AS PROVIDED IN THE APPLICABLE SOFTWARE END-USER LICENSE OR PROGRAM LICENSE AGREEMENT, OR IF OTHERWISE PROVIDED UNDER LOCAL LAW, SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS, FREeware (as defined below) OR THE OPERATING SYSTEM PREINSTALLED BY HEWLETT PACKARD ENTERPRISE ARE PROVIDED “AS IS” AND WITH ALL FAULTS, AND HEWLETT PACKARD ENTERPRISE HEREBY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EITHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE AND NON-INFRINGEMENT, ANY IMPLIED WARRANTIES, DUTIES OR CONDITIONS OF MERCHANTABILITY, OF FITNESS FOR A PARTICULAR PURPOSE, AND OF LACK OF VIRUSES. Some states/jurisdictions do not allow exclusion of implied warranties or limitations on the duration of implied warranties, so the above disclaimer may not apply to you in its entirety. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL HEWLETT PACKARD ENTERPRISE OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES

FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT, EVEN IF HEWLETT PACKARD ENTERPRISE OR ANY SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. Some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Hewlett Packard Enterprise's only warranty obligations with respect to software distributed by Hewlett Packard Enterprise under the Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise for replacement. For blank tape removable media, please refer to the following website: <http://www.hpe.com/storage/storagemedia>.

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

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, 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. Please refer to the section titled, “[Australia Warranty Policy](#)” (page 24) for specific information regarding products supplied to Australian consumers.

Freeware operating systems and applications

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

Support for Initial Setup

Electronic or telephone support for initial setup is available from Hewlett Packard Enterprise for ninety (90) days from date of purchase. See “Contacting Hewlett Packard Enterprise” for online resources.

Support includes:

- Point customer to product installation documentation
- Interpreting system error messages
- Isolating system problems
- Obtaining HP Care Pack services information for software support and updates

Support does NOT include assistance with:

- Generating or diagnosing user-generated scripts, programs or source codes
- Installation of non-Hewlett Packard Enterprise products
- Providing a step-by-step walkthrough of the installation and configuration process
- Setting up and configuring software and options supplied or purchased with Hewlett Packard Enterprise Hardware Products
- System optimization, customization, and network configuration

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:
www.hpe.com/assistance
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:
www.hpe.com/support/hpesc

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Australia Warranty Policy

HEWLETT PACKARD ENTERPRISE AUSTRALIA WARRANTY POLICY: YOUR CONSUMER RIGHTS

When you buy a good from Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise that Hewlett Packard Enterprise represents are reasonably fit for a purpose expressly disclosed by a consumer must be reasonably fit for that purpose.
- **Description**—goods supplied by Hewlett Packard Enterprise must match the description provided by Hewlett Packard Enterprise.
- **Sample**—goods supplied by Hewlett Packard Enterprise must match any sample shown to you by Hewlett Packard Enterprise.

- **Title**—a consumer who purchases a good from Hewlett Packard Enterprise must receive clear title to the good.
- **Due care and skill**—services provided to you by Hewlett Packard Enterprise must be provided with due care and skill.
- **Express warranties**—Hewlett Packard Enterprise 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 Hewlett Packard Enterprise must be provided within a reasonable time.

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

Hewlett Packard Enterprise Australia Pty Ltd 353 Burwood Highway Forest Hill Vic 3131

To contact Hewlett Packard Enterprise, visit the following website: <http://www.hpe.com/contact>.

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

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