HP Networking Product Warranty & Support Summary[1] (May 2013)

	Products	Warranty duration[2]	Advance replacement delivery[4]	Technical Support[1] (Phone/Email/ Electronic Case)	Software/OS Releases[6]
Switches	**Modular**				
	125xx, 105xx, 95xx, 75xx	1 year	10 days	1 year	As long as owned[6]
	82xxzl, 54xxzl, 42xxvl	Lifetime[3]	NBD	As long as owned[3]	As long as owned[6]
	Fixed-configuration				
	59xx/AF, 583x/AF, 582x/AF	1 year	10 days	1 year	As long as owned[6]
	66xx, 62xx/yl, 580x/AF, 55xx, 51xx, 48xxG, 45xx/G, 42xx/G, 38xx, 36xx, 35xx/yl, 31xx, 29xx/al, 281x, 26xx, 25xx/G	Lifetime[3]	NBD	As long as owned[3]	As long as owned[6]
	Smart Managed				
	1910, 181x, 17xx	Lifetime[3]	NBD	As long as owned[3]	As long as owned[6]
	190x	3 years	NBD	3 years	As long as owned[6]
	IntelliJack Switches	3 years	NBD	3 years	As long as owned[6]
	Unmanaged				
	21xx, 1410, 1400	Lifetime[3]	NBD	As long as owned[3]	N/A
	1405	3 years	NBD	3 years	N/A
Wireless LAN	**Indoor Access Points**				
	MSM4xx, MSM3xx,	Lifetime[3]	NBD	1 year	1 year (bug fix only)
	M200	Lifetime[3]	NBD	As long as owned[3]	1 year (bug fix only)
	M220	Lifetime[3]	NBD	As long as owned[3]	As long as owned[6]
	Controllers				
	MSM765 zl[5]	Lifetime[3]	NBD	1 year	1 year (bug fix only)
	MSM720	Lifetime[3]	NBD	As long as owned[3]	As long as owned[6]
	MSM760, MSM710	1 year	NBD	1 year	1 year (bug fix only)
	10500/7500 20G Unified Wired-WLAN Module	1 year	10 days	1 year	As long as owned[6]
	HP RF Manager Controller	1 year	NBD	1 year	1 year (bug fix only)
	WXxxxx	1 year	30 days	1 year	As long as owned[6]
	Other Access devices				
	HP 830 Unified Wired-WLAN Switch	Lifetime[3]	NBD	As long as owned[3]	As long as owned[6]
	MSM4xx-R, MSM3xx-R Outdoor Access Points	1 year	NBD	1 year	1 year (bug fix only)
	M111 Wireless Client Bridge	1 year	NBD	1 year	1 year (bug fix only)
	HP 802.11a/b/g Workgroup Bridge HP 802.11a Integrated Bridge and Access Point	1 year	30 days	1 year	As long as owned[6]
	MSM317 Wireless Access Devices	Lifetime[3]	NBD	1 year	1 year (bug fix only)
	MSM415 RF Security Sensor	Lifetime[3]	NBD	1 year	1 year (bug fix only)
	30xx Wireless Switch	1 year	30 days	1 year	As long as owned[6]
Routers	**Routers**				
	88xx, 66xx, MSR50, MSR30	1 year	10 days	1 year	As long as owned[6]
	MSR9xx, MSR20	1 year	NBD	1 year	As long as owned[6]
Management	**Network Management**				
	Intelligent Management Center	90 days	N/A	90 days	90 days(bug fix only)
	PCM+ Network Management (IDM, MM & NIM)(Purchased after February 1, 2009)	90 days	N/A	1 year	As long as owned (bug fix only for licensed version) 1 year (All releases)
	PCM+Network Management (IDM, MM & NIM)(Purchased before February 1, 2009)	90 days	N/A	As long as owned[3]	As long as owned[6]
Additional Networking Products	**AllianceONE Products**				
	HP AllianceONE Services/Advanced/Extended Services zl modules[5]	Lifetime[5]	NBD	As long as owned[5]	As long as owned[5]
	HP Threat Management Services zl Module[5]	Lifetime[5]	NBD	As long as owned[5]	As long as owned[5]
	Sangoma Voice Cards	Lifetime[5]	NBD	As long as owned[5]	As long as owned[5]
	HP Voice Products				
	VCX voice and communication products	1 year	30 days	90 days	90 days (bug fix only)
	41xx, 35xx, 31xx IP phones	1 year	30 days	90 days	90 days(bug fix only)
	Other Software				
	Premium License (When purchased separately for 82xx,E66xx, 54xx & 35xx switches)	N/A	N/A	1 year	As long as owned[6] (Maintenance releases only) 1 year (All releases)
	HP Security Appliances				
	F5000, F/S1000-A/E/S VPN Firewall, U200-A/C/M/S/CS UTM	1 year	30 days	1 year	As long as owned[6]
	HP Transceivers				
	X244, X242, X132, X131, X129, X122, X121, X119, X112, X111	Lifetime[3]	NBD	As long as owned[3]	N/A
	X240, X170, X160, X140, X135, X130, X125, X124, X120, X115, X114, X110	1 year	30 days	1 year	N/A

1) Warranties and support listed are included in the purchase price of HP products. Warranty technical support is provided during local HP business hours. Extended coverage services are available for purchase. Upon transfer of product from bona fide end user to bona fide end user, warranty may be enforced by transferee. See product's Hewlett-Packard Limited Warranty Statement for details.
2) Includes coverage of any built-in fans and power supplies for the entire warranty period. Removable power supplies, modules and accessories such as antennas, fans, power cords, etc. may have different warranty coverage than the host device. See the HP Networking Warranty Coverage Quick Reference at www.hp.com/networking/warrantyquickref for more details.
3) For as long as you own the product. You may be required to provide proof of purchase or lease as a condition of receiving warranty service.
4) Response time is based on commercially reasonable effort and subject to a daily shipment cutoff time. In some countries and regions and under certain supplier constraints, response time may vary. Contact your local HP service organization for response time availability in your area. NBD=Next Business Day.
5) Hardware warranty, technical support and all software releases provided for hardware and the ONE Service OS only, when and if available, for as long as you own the product. See product specific documentation for application support. 5 year warranty on the disk drive in the HP Alliance One Advanced Services and Services zl Modules, HP Threat Management Services zl Module, HP AllianceOne Ext zl Mod w/Rvrbd Stlhd, HP MSM765zl Mobility Controller, HP Surv Brch Com zl Mod pwrby Msft Lync.
6) Includes all software/OS releases offered for the specific products listed above, when and if available, for as long as you own the product, except where noted. Some software releases may require additional hardware to be installed.

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

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