



Frequently asked questions

HP Networking Announcement Lifetime Warranty 2.0

August 2013

General

Q: What is being announced?

A: HP is announcing Lifetime Warranty 2.0—a new industry benchmark for networking warranty and support. Lifetime Warranty 2.0 adds 3 year 24x7 phone support to most HP [FlexCampus](#), [FlexBranch](#), and [Small Business products](#), as part of the purchase price of the product.

The new Lifetime Warranty 2.0 builds upon the success and reputation of the HP Lifetime warranty, an industry first. It continues to include next-business-day advanced hardware replacement, technical support via phone and electronic case, as well as free software updates for as long as you own the product.

August 1, 2013

HP Lifetime Warranty 2.0

Hardware warranty replacement for as long as you own the product, with next business-day advance replacement available in most countries
AND
3 year 24x7 phone support.

1993 | 1998

HP Lifetime Warranty

Hardware warranty replacement for as long as you own the product, with next business-day advance replacement available in most countries.

HP is also introducing Hardware Warranty 2.0, which extends 24x7 phone support to non-lifetime warranty products to match the hardware warranty duration of either one year or three years.

Lifetime Warranty 2.0

Q: What is Lifetime Warranty 2.0?

A: Lifetime Warranty 2.0 supplements the original lifetime warranty by adding support services, specifically 24x7 phone support for up to three years as part of the purchase price of the product. It will be available for most HP [FlexCampus](#), [FlexBranch](#), and [Small Business products](#).

Lifetime Warranty 2.0					
Original Lifetime Warranty					24x7 Phone Support
Product Category	Warranty duration	Advance replacement delivery	Software/OS releases	Business Hours Phone Support	
FlexCampus*	Lifetime ¹	Next-business day ²	As long as owned ³	As long as owned	3 years
FlexBranch*	Lifetime ¹	Next-business day ²	As long as owned ³	As long as owned	3 years
Small Business*	Lifetime ¹	Next-business day ²	As long as owned ³	As long as owned	3 years

*See hp.com/networking/warrantysummary for included products

Q: What is Hardware Warranty 2.0?

A: Hardware Warranty 2.0 extends phone support from standard business hours to 24x7 for the duration of the hardware warranty, both 1-year and 3-year hardware warranties respectively.

Hardware Warranty 2.0					
Original Warranty					24x7 Phone Support
Product Category	Warranty duration	Advance replacement delivery	Software/OS releases	Business Hours Phone Support	
FlexCampus*	1 year	Next-business day ²	As long as owned ³	1 year	1 year
		10 days			
		Next-business day ²	1 year		
FlexBranch*	1 year	Next-business day ²	As long as owned ³	1 year	1 year
			1 year		
Small Business*	3 years	Next-business day ²	As long as owned ³	3 years	3 years

*See hp.com/networking/warrantysummary for included products

Q: What are the benefits of Lifetime Warranty 2.0?

A: Lifetime Warranty 2.0 enhances support for HP Networking (HPN) products by delivering 24x7 phone support as part of the product purchase price. Benefits include simplicity and cost-effectiveness:

Simple	<ul style="list-style-type: none"> Extends support availability for always on networks Streamlines purchasing with one SKU Strengthens confidence and peace of mind
Cost-Effective	<ul style="list-style-type: none"> Eliminates hidden costs – included as part of purchase price Lowers upfront and ongoing support costs Reduces cost for additional add-on service enhancements

The comprehensive Lifetime Warranty¹ covers components including fans and power supplies with next-business-day hardware replacement in most countries. It also demonstrates confidence in long-term product operation.

Q: Why is HP offering Lifetime Warranty 2.0?

A: Lifetime Warranty 2.0 simplifies the purchasing process. In addition, it simplifies warranty and phone support to redefine campus networking economics.

The addition of 24x7 phone support demonstrates confidence in the simplicity and quality designed into HPN firmware and software.

Q: What products include Lifetime Warranty 2.0?

A: All HP [FlexCampus](#), [FlexBranch](#), and [Small Business products](#) previously covered by lifetime warranty will now include Lifetime Warranty 2.0. See the table below for details.

HP Networking Products	Lifetime Warranty 2.0	Hardware Warranty 2.0	
	LTW with 3-years 24x7 Phone Support	HW Warranty with 3-year 24x7 Phone Support	HW Warranty with 1-year 24x7 Phone Support
FlexCampus Core Switches*			10500, 7500
FlexCampus & FlexBranch Access Switches*	82xx, 62xx, 55xx EI/II, 54xx, 51xx EI, 42xx, 38xx, 36xx EI, 35xx, 31xx EI, 29xx, 26xx, 25xx, AllianceONE zl Modules		
FlexCampus & FlexBranch WLAN Access Points*	MSM4xx, MSM3xx, MSM317		MSM4xx-R, MSM3xx-R
FlexCampus and FlexBranch WLAN Controllers and Software*	MSM720, MSM765, 830 Unified Wired-WLAN		10500/7500 Wired-WLAN Module, MSM760, MSM710, HP RF Manager
FlexCampus Routers*			HSR6600, 6600
FlexBranch Routers*			MSR Routers
Small Business Switches and WLAN access points*	1910, 181x, 1410, M200, M220	1905, 1405, IntelliJack	
FlexCampus & FlexBranch WLAN Devices*	MSM415 RF Security Sensor		M111 Wireless Client Bridge

*Visit hp.com/networking/warrantysummary for included products

Q: What products include Hardware Warranty 2.0?

A: HP [FlexCampus](#), [FlexBranch](#), and [Small Business products](#) previously covered by either 1-year or 3-year hardware warranties include Hardware Warranty 2.0.

Q: How much does Lifetime Warranty 2.0 cost?

A: The addition of 3-year 24x7 phone support is included in the purchase price of the covered HPN products.

Q: How much does Hardware Warranty 2.0 cost?

A: The addition of 1- or 3-year 24x7 phone support is included in the purchase price of the covered HPN products.

Q: When will Lifetime Warranty 2.0 and Hardware Warranty 2.0 be available?

A: Lifetime Warranty 2.0 and Hardware Warranty 2.0 will be available on August 1, 2013 for products defined above.

Q: Will my existing HPN products be covered by Lifetime Warranty 2.0?

A: Lifetime Warranty 2.0 will be available for products sold on or after August 1, 2013. Existing products will continue to have the product lifetime warranty that was in effect when the product was purchased (including phone support during standard business hours).

Customers with products sold prior to August 2013 may be able to add 24x7 software phone support via HP Networking Care Pack services.

Q: Are there any HP FlexCampus, FlexBranch, or Small Business products that are not covered by Lifetime Warranty 2.0 or Hardware Warranty 2.0?

A: Please visit hp.com/networking/warrantysummary to check the up-to-date list of all covered products.

HP phone support

Q: What services does HP phone support offer?

A: HP phone support helps you identify and resolve product problems. You will receive technical assistance for:

- Device operational problems
- 24x7 access to technical support experts
- Case management
- Product firmware updates and upgrades
- Product documentation clarification
- Access to electronic support information

Q: What are the hours and coverage of HP phone support?

A: The service is available 24 hours a day, seven days a week.

Q: How do I contact HP phone support?

A: Please check the [HP Warranty and Technical Support](#) documentation for your region's telephone support number. HP Telephony systems vary around the world and are governed by local regulation as well as call volume and local language requirements. We are providing HPN customers a variety of options to access HP's 24x7 support teams through new recordings on warranty phone numbers or access to HP's 24x7 phone numbers or access to HP's single phone number in a country.

Technology services

Q: What technology services are recommended in addition to Lifetime Warranty 2.0?

A: HP offers a comprehensive portfolio of services with service-level agreements from which customers can select, based on their requirements.

For customers who need expertise due to limited IT staff and skills, HP offers Design, Validate, and Deploy services. These services can be purchased through Channel Partners or directly from HP.

Support for network devices		Environment support
Foundation Care I need the network products to keep running with minimal downtime Recommended for Edge	Proactive Care Fix my network before it breaks. Keep my network devices up to date. Give me direct access to experts Recommended for Core	Data Center Care Customize my support to address my unique business needs. Support and evolve complex multivendor networks

Lifecycle Event Services *Give me access to expertise to complement my team when and where I need it*

Q: What are the benefits of HP Network Consulting?

A: HP Network Consulting helps customers migrate from proprietary networking solutions to open, standards-based architectures that deliver agility and simplicity.

Our portfolio of lifecycle consulting services provides a comprehensive set of offerings based on HP cloud-ready networking, Converged Infrastructure, FlexNetwork, IPv6 services, Communications and Mobility, and Network Infrastructure Optimization.

For more information

To learn more, visit hp.com/networking/warranty or contact:

Americas:

Robert Beliles, Americas Product Line Manager bob.beliles@hp.com
Peter Gaydosh, AMS TS Support Director peter.j.gaydosh@hp.com

EMEA:

David Sturgess, EMEA Product Line Manager david.sturgess@hp.com
David Kennedy, EMEA TS Support Director david.kennedy@hp.com

APJ:

Justin Chiah, APJ Product Line Manager justin.chiah@hp.com
Michael Yu, APJ TS Support Director michael.yu@hp.com

Global:

Sue Gillespie, Global Product Marketing Manager sue.gillespie@hp.com
Richard M. Jones, Worldwide TS Networking Market Development richard.m.jones@hp.com

¹Hardware 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 z1 Modules, HP AllianceOne Ext z1 Mod w/Rvrbd Sthd, HP MSM765z1 Mobility Controller, and HP Surv Brch Com z1 Mod pwrby Msft Lync.

²Response 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.

³All products covered by Lifetime Warranty 2.0 also include all updates, including software/OS major and minor releases offered for the specific products listed, when and if available, for as long as you own the product, except the MSM765z1 module; MSM4xx, MSM3xx, and M200 access points; MSM317 wireless access device; and MSM415 RF Security Sensor as well as releases for the first three years. Some software releases may require additional hardware to be installed.