

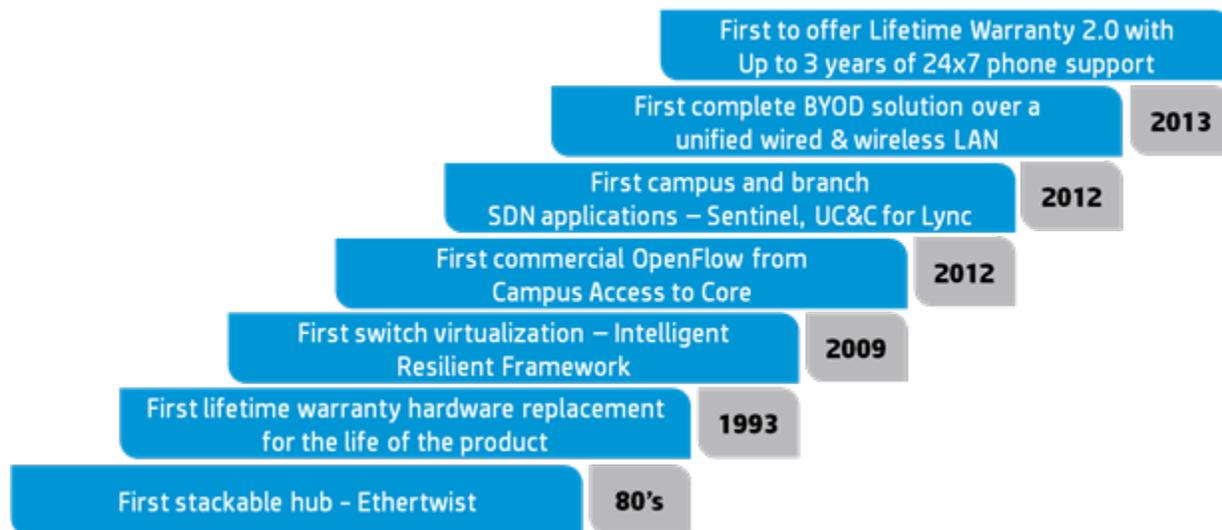
Fact sheet

HP Lifetime Warranty 2.0

New ideas and innovations in the technology space often redefine the economics of the status quo. As a leader in campus and branch networking, HP has been at the forefront of developing products and services that challenge the status quo and deliver significantly improved economics for organizations.

In 1993, HP introduced the first lifetime warranty for network products, setting a benchmark for availability with next-business-day replacement of products for as long as customers own them. Product design, manufacturing excellence, and overall quality enabled HP to make this bold commitment.

In an industry where the standard warranty was typically 90 days, the warranty set a new industry benchmark and other vendors were forced to follow with their own restricted adaptations of lifetime warranty. These limited lifetime warranties were riddled with fine print, and they didn't deliver complete hardware coverage.



HP track record in advancing campus economics

The HP Lifetime Warranty 2.0 for networking products raises the benchmark yet again, setting a new standard for warranty and service coverage.

Simplifying networking product support

The Lifetime Warranty 2.0 provides all of the value of the original lifetime warranty and extends it with up to three years of 24x7 phone support included in the product purchase price. Benefits include simplicity and cost-effectiveness:

Simple

- Extends support availability for always on networks
- Streamlines purchasing with one SKU
- Strengthens confidence and peace of mind

Cost-Effective

- Eliminates hidden costs – included as part of purchase price
- Lowers upfront and ongoing support costs
- Reduces cost for additional add-on service enhancements

Lifetime Warranty 2.0 and Hardware Warranty 2.0

The comprehensive Lifetime Warranty covers all components, including fans and power supplies, with next-business-day hardware replacement in most countries.

Hardware Warranty 2.0 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					
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

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

For more information

To learn more, visit hp.com/networking/warranty.

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 zl Modules, HP AllianceOne Ext zl Mod w/Rvrbd Sthd, HP MSM765zl Mobility Controller, and HP Surv Brch Com zl 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 MSM765zl 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.