



Hardware Warranty Questions and Answers

How long is the warranty coverage for my product?

Please refer to the limited warranty period table in the warranty statement. The warranty durations are also listed on the Web at www.hp.com/go/procurve/warranty.

Who is eligible to start a warranty claim?

The HP warranty on an HP ProCurve product is available only to a bona fide end user who either purchased that product through an authorized HP distribution channel or who received that product by a transfer from another bona fide end user. A bona fide end user may designate an agent to start an HP warranty claim on their behalf, and HP may require written proof of that agency agreement before processing the warranty claim. If a bona fide end user transfers their HP ProCurve product to a party other than another bona fide end user, any remaining HP warranty coverage ceases upon that transfer, and no subsequent party or user is eligible to obtain warranty service on that product.

What should I do before I start a warranty claim?

You should:

- Look at the frequently asked questions and other technical information on the Web at www.hp.com/go/procurve to see if any apply to the symptoms you are seeing.
- Look in the latest release notes for your product to see if the symptoms you are seeing might be due to a known issue that has been resolved in a more recent version of software. If so, update your software to see if it resolves the symptoms. You can find the latest release notes and current software on the Web at www.hp.com/go/procurve.
- Refer to your product documentation for troubleshooting procedures, and perform appropriate steps. You can find the latest documentation on the Web at www.hp.com/go/procurve.
- If you are still unable to resolve the issue, please review these FAQs and your warranty booklet prior to contacting HP, and have the following information ready:
 - product name, product number, and serial number
 - date of purchase of the product and any upgraded or extended warranty coverage (note that you may be required to provide proof of purchase or lease)
 - detailed description of the symptoms, including when the symptoms first occurred and how frequently they are occurring
 - detailed description of any changes made to your product's configuration or network environment prior to the start of the symptoms occurring
 - detailed description of the troubleshooting steps you have performed and the results of those steps
 - software revision currently on the product

Any product that has had its serial number removed or is not a genuine HP ProCurve product is not eligible for warranty coverage.

How do I start a warranty claim?

If you purchased upgraded or extended warranty coverage from HP, such as through an HP Care Pack or other type of HP service contract, you should call the phone number that was provided to you when you or your reseller registered the HP Care Pack or purchased the HP service contract.

If you did not purchase upgraded warranty coverage from HP, you should contact HP or contact your HP reseller if they are HP-authorized for warranty fulfillment on HP ProCurve products. You may contact HP to start a warranty claim during HP's business hours (to locate the phone number and specific hours for your location, please go to the Web at www.hp.com/go/procurve/contact-support).

If possible, you should contact HP from a location where it is easy for you to access the product.

HP requests that you contact HP as warranty failures occur and not wait until you have several defective units. It will be more difficult for you to provide the information that HP needs to confirm and process your warranty claim if you delay requesting a warranty claim. Also, parts availability may affect HP's ability to send you all the replacement units in a timely manner if you request several units at one time.

What happens when I call HP for a warranty claim?

(If you purchased upgraded or extended warranty coverage from HP, please refer to the information provided to you when you purchased that coverage.)

You will be asked for some information about your product, including its product number, its serial number, and when you purchased it, so HP can confirm your product is still within the warranty period and identify what level of coverage you are entitled to. In some situations, you may be asked to provide proof of purchase or lease. HP will ask you to describe the symptoms that your product is showing and what troubleshooting steps you have already taken to determine this product is failing. You might also be asked to provide some information about the product's configuration and software revision, as well as your network topology and environment.

HP will then decide if some additional troubleshooting steps are necessary to confirm that the product is having a hardware failure or to isolate the failure between, say, a module in a switch and the switch chassis. HP will ask you to perform these steps and can answer questions you might have about how to perform the steps. In some cases, HP may ask you to update to a more current version of software on your product as part of the troubleshooting.

In order to help minimize the impact of the possible failure, it is important that you assist HP with the troubleshooting. For example, if a symptom is actually due to a configuration issue and not a hardware failure, sending you a replacement part will not resolve the issue and could result in additional network downtime for you.

Once HP has confirmed that your product is having a failure covered under warranty and knows what replaceable part you need, HP will send the part to you.

How long will it take to receive a replacement part under warranty?

(If you purchased upgraded or extended warranty coverage from HP, please refer to the information provided to you when you purchased that coverage.)

In most parts of the world where HP sells HP ProCurve products, and subject to parts availability and the daily shipment cutoff time, HP uses commercially reasonable effort to send your replacement part for delivery sometime during the next-business-day once HP has completed confirming the warranty failure and identifying the replacement part. To find out the specific shipment cutoff time for your location, please contact HP (to locate the phone number, please go to the Web at www.hp.com/go/procurve/contact-support). In countries where HP can typically provide next-business-day delivery, there can be remote locations where delivery will take extra time, so please contact HP if you want to check on your location.

What happens after I receive the replacement part?

(If you purchased upgraded or extended warranty coverage from HP, please refer to the information provided to you when you purchased that coverage.)

Warning:

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

After you receive the replacement part, you need to remove the defective part and install the replacement part. For managed products, you need to verify the replacement unit is at the appropriate software revision level and, if applicable, restore the configuration onto the device.

Be sure that you remove any accessories, cables, and cords that you may have installed in or attached to your device before returning the defective device. Examples include mini-GBICs and transceivers, redundant power supplies, modules for a chassis product, network and serial cables, power cords, and mounting brackets. Refer to the Installation Guide that shipped with your product for details on removing accessories, cables, and cords.

If you have questions about how to remove or install a part, or if the same or other failure symptoms occur after you replace the part, please contact HP and reference the case number previously given to you.

You will return the defective part to HP, usually in the same box in which you received the replacement unit. Instructions on how to return the defective part will either be included with the replacement part, or will be given to you by HP when you start your warranty claim. Be sure to return the defective part to HP within the specified number of days or you will be charged for the replacement part.

Will the replacement part I receive under a warranty claim be identical to my original product?

HP may repair or replace HP hardware products with:

- a. new or previously used products or parts equivalent to new in performance and reliability, or
- b. products which are, in HP's sole opinion, equivalent to an original product that has been discontinued.

Unless otherwise stated, and to the extent permitted by local law, new HP hardware products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability.

What is the warranty for the replacement part?

The repaired or replaced product or part is warranted under the same terms and conditions as the original product for 90 days or the remainder of the warranty of the original product, whichever is longer.

Can I still receive warranty service if I relocate my product to another country/region?

If you relocate your product to another country/region where HP or its authorized service providers offer warranty service for the same product model number, you can receive the destination country's standard warranty for that product. Warranty terms, service availability, and service response times may vary from country/region to country/region. Refer to the warranty statement for more information.

If I sell my product to someone else, will they be entitled to warranty coverage?

If you are a bona fide end user of the HP ProCurve product and transfer the product to another bona fide end user, warranty coverage is available to that end user for the remainder of the warranty period. For HP ProCurve products that have a lifetime warranty^{*}, the end user that you transfer the product to will receive warranty coverage for as long as they own the product. If you transfer your HP ProCurve product to a party other than another bona fide end user, any remaining HP warranty coverage ceases upon that transfer. No subsequent party or user is eligible to obtain HP warranty service on that product. See the HP warranty statement for additional information about transferring products and about the product-specific warranty.

Is my warranty coverage affected if I use a third-party product with my HP ProCurve product?

As described in the warranty statement, HP's warranty does not apply to products that have been damaged or rendered defective due to software, interfacing, parts or supplies not supplied by HP, or from misuse or operation outside the usage parameters stated in the user documentation that shipped with the product.

If you are having an issue with an HP ProCurve product, HP may ask you to temporarily remove the software, interfacing, parts, or supplies not supplied by HP to determine whether or not it is causing or contributing to the defect.

Is my warranty coverage affected if I modify or service the product?

As described in the warranty statement, HP's warranty does not apply to products that have been damaged or rendered defective due to modification or service by anyone other than (i) HP, (ii) an HP authorized service provider, or (iii) your own installation of HP-approved parts if available for your product in the servicing country or region.

Does my warranty coverage apply to damage caused by lightning strikes?

No. A lightning strike can cause damage by direct means or indirect means. For example, the product can be damaged due to a direct strike, or it can be damaged due to transients from strikes elsewhere in your infrastructure traveling into the product through the power cord or over copper-based cabling connected to one or more ports on the product. Damage can result from high heat, acoustic shock waves, arcing, high current, and transient voltages, among other causes.

These lightning-induced causes are external causes involving environmental conditions that are outside of the usage parameters stated in the user documentation that shipped with the product, and resulting damage or defects are therefore excluded from coverage (see the warranty statement for more information). You should contact your insurance carrier to see if lightning-caused damage is covered under your insurance policy.

Does my warranty coverage apply to damage caused by power surges, power outages, or similar events?

No. When a power surge or power outage occurs, or when power is restored after an outage, your HP ProCurve product might be subjected to current and/or voltage that is outside of the published environmental specifications for the product. For example, high transient spikes in voltage can occur as power is restored after an outage by your electric utility company, which can result in damage to the circuitry or the power supply in your product. Since your HP warranty does not apply to damage or defects caused by the product being operated outside of the usage parameters stated in the user documentation that shipped with the product, such as the voltage range, this kind of damage is excluded from coverage (see the warranty statement for more information). You should contact your insurance carrier or your Uninterruptible Power Supply (UPS) vendor to see if power surge- or power outage-related damage is covered under applicable insurance policies.

Does my warranty coverage apply to damage caused directly or indirectly by a fire?

No. As described in the warranty statement, HP's warranty does not apply to products that have been damaged or rendered defective due to external causes or contamination.

Furthermore, HP ProCurve does not have decontamination processes, nor has HP ProCurve qualified third-party cleaning processes. Depending on the nature and location of the fire and how it was

extinguished, there could be direct or residual effects from heat, moisture, shock and vibration, or airborne chemicals and particles released by either material that burned or by fire fighting equipment, any of which could ultimately lead to equipment failure. It is difficult to predict actual failure symptoms or the timeframe in which any such symptoms might appear. Visual inspection combined with successful operation of the equipment would not necessarily identify if the equipment was subject to any of these direct or residual effects and ultimately fail prematurely. You should contact your insurance carrier to see if fire- or contamination-related damage is covered under your insurance policy.

Are all parts of my HP ProCurve product covered under warranty?

Unless otherwise noted in the warranty statement, all parts of an HP ProCurve product are covered under the HP warranty for the entire duration of the warranty, including items such as the fans, power supply, mounting brackets, console cable, and power cord.

Some HP ProCurve products contain a battery that cannot be accessed without removing the cover for the product. Unless stated otherwise in the user documentation that shipped with the product, do NOT remove the cover from the product. HP selects batteries that are expected to operate for the typical usage life of the product in these situations. If a battery failure does occur while you are still using the product, contact HP for assistance.

Can I get assistance on my product from HP for situations that are not related to a warranty claim?

Yes. Go to the Web at www.hp.com/go/procurve to search the knowledge database, read frequently asked questions (FAQs), download the latest software updates, download the latest product manuals, and view a variety of information in our Reference Library.

If you have questions that you cannot answer with this information, you can send an email to HP through that Web site or you can phone HP (to locate the phone number, please go to the Web at www.hp.com/go/procurve and click on "Contact ProCurve"). The email and telephone assistance is for product-specific questions on product features and specifications, installation, general configuration, basic troubleshooting, and usage. There is no charge by HP for using this service for as long as you own the product. Refer to www.hp.com/go/procurve for turnaround time on email questions and hours of operation for telephone support.

Advanced topics including training, network design, consultation, optimization, performance tuning, and configuration recommendations are not available through this email and telephone service, but are available through other services from HP or your HP reseller. For more information on services for HP ProCurve products, please go to the Web at www.hp.com/go/procurve/services . You can also talk to your HP reseller who can provide information on HP services and their own services.

Where can I go to find more information on services that HP offers for my product?

For more information on services for HP ProCurve products, please go to the Web at www.hp.com/go/procurve/services . You can also talk to your HP reseller who can provide information on HP services and their own services.

If my product is no longer covered under warranty, where can I purchase a refurbished part?

To purchase a refurbished part, please go to the Web at www.hp.com/buy/parts .

Can I be notified about new software releases and other information related to products I own?

Yes. Go to the Web at my.procurve.com and create a My ProCurve account. At My ProCurve, you can subscribe to receive software update notifications for the products you have registered there and for other HP ProCurve products you may be interested in, or for all HP ProCurve products. You can also subscribe to the monthly HP ProCurve newsletter highlighting worldwide news, products, events, and training.

♦ For as long as you own the product, with next-business-day advance replacement (available in most countries). The following hardware products and their related series modules have a one-year hardware warranty with extensions available: HP ProCurve Routing Switch 9300m series, HP ProCurve Switch 8100fl series, HP ProCurve Network Access Controller 800, and HP ProCurve DCM Controller. The following hardware mobility products have a one-year hardware warranty with extensions available: HP ProCurve M111 Client Bridge, HP ProCurve MSM3xx-R Access Points, HP ProCurve MSM7xx Mobility and Access Controllers, HP ProCurve RF Manager IDS/IPS Systems, HP ProCurve MSM Power Supplies, HP ProCurve 1 Port Power Injector, HP ProCurve CNMS Appliances, and HP ProCurve MSM317 Access Device. Disk drives in the HP ProCurve ONE Services z1 modules, HP ProCurve Threat Mgmt Services z1 module, and HP ProCurve MSM765z1 Mobility Controller have a five year hardware warranty. Standalone software, upgrades, or licenses may have a different warranty duration. For details, refer to the ProCurve Software License, Warranty, and Support booklet at: <http://www.hp.com/go/procurve/warranty>

Technology for better business outcomes

To learn more, visit www.hp.com/go/procurve

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. HP will not be liable for technical or editorial errors or omissions contained herein.

