



Hewlett Packard
Enterprise

MCS Global Limited Warranty and Technical Support

Abstract

This document provides warranty details for HPE mission critical servers.

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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** on page 19 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 and/or operating specifications provided with the product’s user documentation and/or QuickSpecs; (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.

Options limited warranty

The Limited Warranty terms and conditions for most Hewlett Packard Enterprise-branded options (Hewlett Packard Enterprise Options) are as set forth in the Limited Warranty applicable to the Hewlett Packard Enterprise Option and are included in the Hewlett Packard Enterprise Option product packaging. If your Hewlett Packard Enterprise Option is installed in a Hewlett Packard Enterprise Hardware Product, Hewlett Packard Enterprise may provide warranty service for either the period specified in the warranty documents (Hewlett Packard Enterprise Option Limited Warranty Period) that shipped with the Hewlett Packard Enterprise Option or for the remaining warranty period of the Hewlett Packard Enterprise Hardware Product in which the Hewlett Packard Enterprise Option is being installed, whichever period is the longer unless stated otherwise in the **Limited Warranty Period** section. In all cases, the warranty period of the Hewlett Packard Enterprise Option will not exceed three (3) years from the date you purchased the Hewlett Packard Enterprise Option. The Hewlett Packard Enterprise Option Limited

Warranty Period starts from the date of purchase from Hewlett Packard Enterprise or a Hewlett Packard Enterprise authorized reseller. Your dated sales or delivery receipt, showing the date of purchase of the Hewlett Packard Enterprise Option, is your warranty start date. See your Hewlett Packard Enterprise Option Limited Warranty for more details. Non-HPE options are provided "AS IS". However, non-HPE manufacturers and suppliers may provide warranties directly to you.

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:

- 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 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.
- 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 that follows and any other actions that Hewlett Packard Enterprise may reasonably request to best perform the warranty support.

Types of hardware warranty service

Following are the types of warranty services that may apply to the Hewlett Packard Enterprise Hardware Product you have purchased. For more details, see 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 phone. 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, 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.

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.

Onsite warranty service

Your Hewlett Packard Enterprise Limited Warranty may include an onsite warranty service. Under the terms of onsite 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 onsite 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 www.hpe.com/services/support.

To receive onsite 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 country/regions. For information on availability of service upgrades and the cost for these service upgrades, see the Hewlett Packard Enterprise website at www.hpe.com/services/support.

Limited Warranty Period

The Limited Warranty Period for a 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.

Mission Critical Server products

Table 1: Mission Critical Servers - Hardware Product Warranty Offering ¹

Product	Warranty Period	Remote Monitoring and Support ²	Customer Performed Maintenance Tasks ³ Include	Service Delivery Method Availability ⁴ and Response Time
BL60p, BL860c, BL870c, BL860c (i2, i4, and i6), BL870c (i2, i4, and i6), BL890c (i2, i4, and i6)	3 years	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
BladeSystem Carrier-Grade c-Class: ProLiant Carrier-Grade c-Class 400 and 600 series server blades	3 years	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
BladeSystem Carrier-Grade c-Class: c-Class Carrier-Grade enclosure	3 years	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
BladeSystem Carrier-Grade c-Class: c-Class interconnects ⁶	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response

Table Continued

Product	Warranty Period	Remote Monitoring and Support²	Customer Performed Maintenance Tasks³ Include	Service Delivery Method Availability⁴ and Response Time
cc2300, cc3300, cc3310	1 year	None	All parts Firmware upgrade and preupgrade tasks	Parts Only Warranty Service Normal business hours Second business day response
DL785, DL980	3 years	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
MC990 X, Superdome X, Superdome Flex	3 years	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
DS15, DS25	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service Normal business hours Next business day
ES45, ES47, ES80	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service Normal business hours Next business day

Table Continued

Product	Warranty Period	Remote Monitoring and Support²	Customer Performed Maintenance Tasks³ Include	Service Delivery Method Availability⁴ and Response Time
GS1280	1 year	Remote monitoring and email notification of errors and events	Firmware upgrade and preupgrade tasks	Onsite Warranty Service Normal business hours Next business day
Superdome, Superdome 2	1 year	Remote monitoring and email notification of errors and events	None	Onsite Warranty Service Same business Four-hour response
rp2405, rp4410, rp4440, rp5400, rp5405, rp5430, rp5450, rp5470	3 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
rp2400, rp2430, rp2450, rp2470, rp3410, rp3440, rp7400, rp7405, rp7410	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
rp7420, rp7440	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service Normal business hours Next business day

Table Continued

Product	Warranty Period	Remote Monitoring and Support²	Customer Performed Maintenance Tasks³ Include	Service Delivery Method Availability⁴ and Response Time
rp8400, rp8400 SEU, rp8420, rp8440	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service Same business Four-hour response
rx1600, rx1620, rx2600, rx2620	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
rx2660, rx3600, rx6600, rx2800 (i2, i4, and i6), rx2900 i4	3 years	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts and mandatory on some. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
rx4640, rx5670	3 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR ⁵ Normal business hours Next business day response
rx7620, rx7640	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service Normal business hours Next business day

Table Continued

Product	Warranty Period	Remote Monitoring and Support ²	Customer Performed Maintenance Tasks ³ Include	Service Delivery Method Availability ⁴ and Response Time
rx8620, rx8640	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service Same business Four-hour response
Trusted Compliance Solution for Energy, Compliance Log Warehouse	1 year	Remote monitoring and email notification of errors and events	CSR ⁵ : Available on some parts. Go to www.hpe.com/support/parts-store for component CSR details. Firmware upgrade and preupgrade tasks	Onsite Warranty Service Same business Four-hours

¹ Warranty details in this table reflect base hardware warranty offerings. Enhancements to base hardware warranty may be included with your HPE Hardware Product. Services may also be purchased to upgrade service levels, to extend and expand your standard hardware product warranty. For details, please consult product specifications at www.hpe.com.

² To take full advantage of Hewlett Packard Enterprise remote monitoring and support solutions and maximize the service delivery experience, these features must be enabled at time of installation.

³ For a complete list and details – see **Customer responsibilities** and **Customer self-repair**.

⁴ For more details – see **Onsite warranty service** and **Parts only warranty service**.

⁵ CSR = Customer Self Repair: Remote telephone support with parts replacement when diagnostic tests confirm part failure. For more details – see **Customer self-repair**.

⁶ Interconnects include Pass-thru modules and switches. Hewlett Packard Enterprise branded switches have a maximum warranty period of one (1) year regardless of the warranty period for the system in which they are installed. non-HPE options are provided “AS IS”.

Software limited warranty

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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** for specific information regarding products supplied to Australian consumers.

Freeware operating systems and applications

Hewlett Packard Enterprise does not support 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. Refer to the Freeware operating system or other Freeware application support statement included with your Hewlett Packard Enterprise Hardware Product.

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>.

Websites

General websites

Hewlett Packard Enterprise Information Library

www.hpe.com/info/EIL

Single Point of Connectivity Knowledge (SPOCK) Storage compatibility matrix

www.hpe.com/storage/spock

Storage white papers and analyst reports

www.hpe.com/storage/whitepapers

For additional websites, see **[Support and other resources](#)**.

Support and other resources

Accessing Hewlett Packard Enterprise Support

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

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:

Hewlett Packard Enterprise Support Center

www.hpe.com/support/hpesc

Hewlett Packard Enterprise Support Center: Software downloads

www.hpe.com/support/downloads

Software Depot

www.hpe.com/support/softwaredepot

- To subscribe to eNewsletters and alerts:
www.hpe.com/support/e-updates
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:

❗ **IMPORTANT:**

Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

<http://www.hpe.com/support/selfrepair>

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected

www.hpe.com/services/getconnected

HPE Proactive Care services

www.hpe.com/services/proactivecare

HPE Proactive Care service: Supported products list

www.hpe.com/services/proactivecaresupportedproducts

HPE Proactive Care advanced service: Supported products list

www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information

Proactive Care central

www.hpe.com/services/proactivecarecentral

Proactive Care service activation

www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty for your product or to view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products* reference document, go to the Enterprise Safety and Compliance website:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional warranty information

HPE ProLiant and x86 Servers and Options

www.hpe.com/support/ProLiantServers-Warranties

HPE Enterprise Servers

www.hpe.com/support/EnterpriseServers-Warranties

HPE Storage Products

www.hpe.com/support/Storage-Warranties

HPE Networking Products

www.hpe.com/support/Networking-Warranties

Regulatory information

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

www.hpe.com/info/environment

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (docsfeedback@hpe.com). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.