

Enterprise Product Limited Warranties

V1.0

Warranty information in the following reflects general warranty offerings. In specific countries and regions, the warranty service and service SLA may be different with local adjustment, if there any conflict with local terms and conditions, the local terms and conditions shall prevail, consult your local service sales representatives for more details.

Table-1 The Summary of Enterprise products warranties

Product Category		Warranty Type	Warranty Period				
			90 Days	1 Year	3 Years	5 Years	
Enterprise Networking	SOHO Switches (S1200/1850/ S5000V3)	H3Care Basic 8x5xNBD				√	
	SMB Switches (S5120V2- LI/S5130S- LI/S5560S-SI)			√			
	Router (SR6600/MSR56 00/MSR3600/MS R2600/MSR830/ MSR810 Series)				√		
	WLAN (WX58/38/18, WA56/53/51)				√		

	Firewall (F5000/F1000 Series)			√		
	Switches (S12500X/S9820/ 9850/6850/6890/ 6860/6800/6300 Series; S10500X/S7500X /7500E/S6520X/5 560X/5560S/513 0S/3100V3 Series)			√		
Software	IMC			√		
	Director			√		

Notes:

1. This warranty does not apply to any non-H3C products (third party hardware or software), consumables and accessories.
 2. The warranty starts on the 90th day after the date of the product shipment from H3C, or the date on which H3C receives a service request for this product, whichever is earlier.
 3. The warranty type of a product may vary in different countries, please consult your local service sales representatives for more information.
- In addition to factory warranty, users can also purchase higher- level services.

Table-2 Standard Service Options

Service Type	Service level	Support description
H3Care Basic	8x5xNBD	After RMA approval, replacement part will be dispatched the next business day
	10x7xND	After RMA approval, the replacement part will be arrived before 18:00 the next day(local time)
	24x7x4 hours	After RMA approval, the replacement part will be arrived in 4 hours

Notes:

1. RMA: Return Material Authorization.
2. 8x5: Available eight hours a day, five days a week, excluding local official holidays.
3. 10x7: Available ten hours a day, seven days a week. Including local official holidays.
4. 24x7: Available twenty-four hours a day, seven days a week. Including local official holidays.
5. The spare parts of the new contract need to be prepared for 30 days. If you activate the warranty in advance, the spare parts delivery time may be prolonged.
6. Hardware support service and onsite support service have cities and distance constraints, specific restrictions please reference warranty and maintenance description or consult your local service sales representatives.