



# HPE Aruba Networking warranty and support summary

## Switches

Products	Warranty duration <sup>1</sup>	Hardware replacement <sup>2</sup>	Technical support	Software OS releases <sup>4</sup>
<b>HPE Aruba Networking switches</b>				
60XX, 61XX, 62XX, 63XX, 64XX, 93XX	Limited lifetime <sup>11</sup>	Next business day shipped	90-day <sup>3</sup> (standard business hours only)	Limited lifetime
83XX, 84XX (purchased after November 1, 2019)	Limited lifetime <sup>11</sup>	Next business day shipped	90-day <sup>3</sup> (standard business hours only)	Limited lifetime
83XX, 84XX (purchased prior to November 1, 2019)	5-year	10 calendar days	5-year (standard business hours only)	5-year
25XX, 26XX, 281X, 29XX, 35XX, 38XX, 42XX, 54XX, 82XX	Limited lifetime <sup>5</sup>	Next business day shipped	90-day 24x7, limited lifetime <sup>5</sup> (standard business hours)	Limited lifetime
2930, 54XX, 3810/2930 (purchased after March 1, 2024)	Limited lifetime <sup>11</sup>	Next business day shipped	90-day <sup>3</sup> (standard business hours only)	Limited lifetime
10000	1-year	10 calendar days	1-year (standard business hours only)	1-year <sup>12</sup>
4100	5-year	10 calendar days	5-year (standard business hours only)	Limited lifetime
<b>Smart managed</b>				
HPE Aruba Networking Instant On 1830, 1930, 1960	Limited lifetime <sup>10</sup>	Next business day shipped	90-day 24x7, limited lifetime <sup>10</sup> , chat support	Limited lifetime <sup>9</sup>
HPE OfficeConnect 195X, 192X, 191X, 18XX, 1620 (purchased after October 1, 2017)	Limited lifetime <sup>10</sup>	Next business day shipped	90-day 24x7, limited lifetime <sup>10</sup> , chat support	Limited lifetime <sup>9</sup>
<b>Unmanaged</b>				
1430	Limited lifetime <sup>10</sup>	Next business day shipped	90-day 24x7, limited lifetime <sup>10</sup> , chat support	n/a
1420, 1410 (purchased prior to October 1, 2017)	Limited lifetime <sup>10</sup>	Next business day shipped	90-day, 24x7	n/a
1420, 1410 (purchased after October 1, 2017)	Limited lifetime <sup>10</sup>	Next business day shipped	90-day 24x7, limited lifetime <sup>10</sup> , chat support	n/a
1405 (purchased prior to October 1, 2017)	3-year <sup>10</sup>	Next business day shipped	90-day 24x7, limited lifetime <sup>10</sup> , chat support	n/a
1405 (purchased after October 1, 2017)	3-year <sup>10</sup>	Next business day shipped	90-day, 24x7	n/a
<b>HPE Networking Comware</b>				
55XX, 513X, 512X, 36XX, 31XX, 514X	Limited lifetime <sup>5</sup>	Next business day shipped	90-day 24x7, limited lifetime <sup>5</sup> (standard business hours)	Limited lifetime

## Switches (continued)

Products	Warranty duration <sup>1</sup>	Hardware replacement <sup>2</sup>	Technical support	Software OS releases <sup>4</sup>
56XX, 552X, 514X, 5120v3 (purchased after January 1, 2022)	Limited lifetime <sup>11</sup>	Next business day shipped	90-day <sup>3</sup> (standard business hours only)	Limited lifetime
105XX, 75XX	1-year	10 calendar days	90-day 24x7, 1-year (standard business hours)	Limited lifetime
129XX, 125XX, 119XX	1-year	10 calendar days	1-year (standard business hours only)	Limited lifetime
79XX, 59XX, 583X, 582X, 57XX	1-year	10 calendar days	1-year (standard business hours only)	Limited lifetime
580X	Limited lifetime <sup>5</sup>	Next business day shipped	Limited lifetime <sup>5</sup> (standard business hours only)	Limited lifetime

## Wireless LAN

Products	Warranty duration <sup>1</sup>	Hardware replacement <sup>2</sup>	Technical support	Software OS releases <sup>4</sup>
<b>Access devices</b>				
HPE Aruba Networking access points running HPE Aruba Networking Operating System 8.x or older (controller-based networks)	Limited lifetime <sup>7</sup>	10 calendar days <sup>8</sup>	Limited lifetime <sup>7</sup>	90-day (bug fix only)
HPE Aruba Networking access points running HPE Aruba Networking Instant OS or HPE Aruba Networking Operating System 10.x or later (controller-less networks)	Limited lifetime <sup>7</sup>	10 calendar days <sup>8</sup>	Limited lifetime <sup>7</sup>	Periodic updated image
HPE Aruba Networking access points running HPE Aruba Networking Instant OS or HPE Aruba Networking Operating System 10.x or later (controller-less networks) if purchased on or after 06/01/2025	Limited lifetime <sup>7</sup>	Next business day shipped	90-day <sup>3</sup> (Standard business hours only)	Limited lifetime
HPE OfficeConnect 20 access point	3-year <sup>10</sup>	Next business day shipped	90-day 24x7, 3-year <sup>10</sup> , chat support	Limited lifetime
HPE Aruba Networking Instant On	2-year	10 calendar days <sup>8</sup>	90-day 24x7, 2-year <sup>10</sup> , chat support	n/a
<b>Controllers</b>				
HPE Aruba Networking wireless mobility controller/gateways	1-year	10 calendar days <sup>8</sup>	1-year (standard business hours only)	n/a

## Wireless LAN (continued)

Products	Warranty duration <sup>1</sup>	Hardware replacement <sup>2</sup>	Technical support	Software OS releases <sup>4</sup>
HPE Aruba Networking wireless hardware mobility conductor	1-year	10 calendar days <sup>8</sup>	1-year (standard business hours only)	n/a
HPE Aruba Networking wireless mobility access switches	Limited lifetime <sup>7</sup>	Next business day shipped	90-day 24x7, limited lifetime <sup>7</sup> (standard business hours)	Limited lifetime
<b>Appliance</b>				
HPE Aruba Networking AirWave appliances, HPE Aruba Networking ClearPass appliances, introspect appliances	1-year	10 calendar days <sup>8</sup>	1-year (standard business hours only)	90-day (bug fix only)
<b>BLE beacons, tags, sensors, and accessories</b>				
HPE Aruba Networking beacons	90-day	10 calendar days <sup>8</sup>	90-day (standard business hours only)	90-day (bug fix only)
HPE Aruba Networking User Experience Insight sensors released before September 3, 2019	90-day	10 calendar days <sup>8</sup>	90-day (standard business hours only)	90-day (bug fix only)
HPE Aruba Networking User Experience Insight sensors released on/after September 3, 2019	1-year	10 calendar days <sup>8</sup>	1-year (standard business hours only)	n/a
HPE Aruba Networking power supplies, antennas, accessories	1-year	10 calendar days <sup>8</sup>	1-year (standard business hours only)	n/a

## Routers

Products	Warranty duration <sup>1</sup>	Hardware replacement <sup>2</sup>	Technical support	Software OS releases <sup>4</sup>
<b>Routers</b>				
HSR68XX	1-year	10 calendar days	1-year (standard business hours only)	Limited lifetime
HSR66XX, 66xx, MSR4XXX, MSR3XXX	1-year	10 calendar days	90-day 24x7, 1-year (standard business hours)	Limited lifetime
MSR2XXX, MSR1XXX, MSR9XX	1-year	Next business day shipped	90-day 24x7, 1-year (standard business hours)	Limited lifetime
VSR Routers	90-day (media only)	n/a	90-day (standard business hours)	All updates for purchased license <sup>6</sup>

## Routers (continued)

Products	Warranty duration <sup>1</sup>	Hardware replacement <sup>2</sup>	Technical support	Software OS releases <sup>4</sup>
<b>Network management</b>				
Intelligent management center (support details at HPE IMC support)	90-day (media only)	n/a	90-day (standard business hours)	90-day (bug fix only)
HPE Aruba Networking AirWave software, ALE, HPE Aruba Networking Central, HPE Aruba Networking ClearPass software, meridian software, VIA, Visual RF, HPE Aruba Networking virtual mobility conductor and controllers	90-day (media only)	n/a	90-day (standard business hours)	90-day (bug fix only)

## Interconnects

Products	Warranty duration <sup>1</sup>	Hardware replacement <sup>2</sup>	Technical support	Software OS releases <sup>4</sup>
<b>Transceivers/Cables</b>				
HPE Aruba Networking transceivers and DAC/AOC cables (For use with HPE Aruba Networking branded switches, and branded as HPE Aruba Networking or HPE with X142 or X242) purchased on or after May 1, 2024	5-year	10 calendar days	5-year (standard business hours only)	5-year
HPE Aruba Networking transceivers and DAC/AOC cables (For use with HPE Aruba Networking branded switches, and branded as HPE Aruba Networking or HPE with X142 or X242) purchased between July 1, 2020 and April 30, 2024	3-year	10 calendar days	3-year (standard business hours only)	3-year
Transceivers purchased prior to July 1, 2020: HPE Aruba Networking branded transceivers and DAC/AOC cables (except transceiver product numbers JWxxxx) and HPE branded with X244, X132, X131, X129, X122, X121, X119, X112, X111 in the description)	Limited lifetime <sup>5</sup>	Next business day shipped	Limited lifetime <sup>5</sup> (standard business hours only)	Limited lifetime <sup>5</sup>

<sup>1</sup> Removable power supplies, modules, and accessories such as antennas, fans, power cords, and so on may have different warranty coverage than the host device. See the [HPE Aruba Networking Product Warranty Quick Reference Guide](#) for more details.

<sup>2</sup> Response 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 HPE service organization for response time availability in your area.

<sup>3</sup> Technical support and configuration assistance are provided exclusively during the initial 90-day warranty period. Following this period, phone and/or digital support will be available for the remainder of the warranty term solely for diagnosing hardware fault required before

submitting a Return Merchandise Authorization (RMA). Any additional configuration assistance or technical support beyond these services will require a separate services contract.

- <sup>4</sup> Includes all generally available software/OS releases offered for the specific products listed, when and if available, for as long as the customer owns the product, except where noted. Some software releases may require additional or new hardware. Customers who desire specific feature updates, patches, and fixes to be prioritized into future releases should purchase the appropriate support services from Hewlett Packard Enterprise. Products marked with n/a require an active support contract to download any software updates or upgrades. \*HPE Aruba Networking Operating System - 10 products require a subscription for device management functions and software updates.
- <sup>5</sup> For products purchased after December 1, 2014, the warranty extends only for as long as the original end user owns the product. Includes coverage of any built-in fans and power supplies for the entire warranty period. You may be required to provide proof of purchase or lease as a condition of receiving warranty service.
- <sup>6</sup> Includes all software updates offered for the licensed version, when and if available. Software upgrades will require purchase of appropriate SKU, packaged support services, or contract.
- <sup>7</sup> For products purchased after December 1, 2015, the warranty extends only for as long as the original end user owns the product and is limited to five (5) years from the end of sale date.
- <sup>8</sup> For the first 30 days from shipment, HPE will provide same day ship advanced replacement for the covered hardware products. After thirty (30) days from shipment through the remaining warranty period, HPE will ship a replacement product for any non-compliant product within 10 days.
- <sup>9</sup> Includes all generally available software/OS releases for as long as the original end user owns the product, up through three (3) years after the end of sale date.
- <sup>10</sup> These products are covered by 90 days of 24x7 phone support. Thereafter, only chat support is available for the remaining warranty period. Limited lifetime warranty (where applicable) extends only for as long as the original end user owns the product and is limited to five (5) years from the end of sale date. This warranty includes coverage of any built-in fans and power supplies for the entire warranty period. You may be required to provide proof of purchase or lease as a condition of receiving warranty service.
- <sup>11</sup> The warranty extends only for as long as the original end user owns the product, up through five (5) years after the end of sale date. Includes coverage of any built-in fans and power supplies for the entire warranty period. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. Select products may require registration of your product (serial number and contact information).
- <sup>12</sup> Our software licenses are available in 1-year, 3-year, 5-year, and perpetual options to meet the diverse needs of our customers. To ensure continuous, uninterrupted service and access to the latest updates, it is highly recommended to purchase HPE Aruba Networking Foundational Care support along with the respective software SKUs. The HPE Aruba Networking Foundational Care support provides comprehensive technical assistance, software updates, and maintenance services for the duration of your license term, ensuring optimal performance and long-term value of your software investment. Note that the hardware product warranty beyond 1 year offering is tied to the duration of your FC care support plan, and perpetual licenses will require ongoing support to maintain warranty coverage beyond the initial purchase.

The current version of this document, HPE Aruba Networking product warranty policy details, and information on service contracts for HPE Aruba Networking products are available at [hpe.com/us/en/networking/hpe-aruba-networking-support-services.html](https://hpe.com/us/en/networking/hpe-aruba-networking-support-services.html). The information contained herein is subject to change without notice. Warranties for HPE Aruba Networking products and services are set forth in the express warranty statements accompanying such products and services. In addition, our goods come with guarantees that cannot be excluded under Australian and New Zealand consumer laws. Subject to the foregoing, nothing herein should be construed as constituting an additional warranty. HPE Aruba Networking shall not be liable for technical or editorial errors or omissions contained herein.

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a00142309ENW, Rev. 2

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