

August 1, 2005

Service level and warranty upgrades

Product name	Product number	Standard warranty	Service level		Post-warranty	
			Onsite/Offsite service level	Care Pack # (choose A or E)	Post-warranty service level	Care Pack # (choose PA or PE)
ProCurve Switch 408	J4097B	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	H5484A/E	n/a	n/a
ProCurve Switch 2124	J4868A	next business day	3 Yr 4 hr/24x7	U6300A/E		
ProCurve Switch 2312	J4817A					
ProCurve Switch 2324	J4818A					
ProCurve Switch 2708	J4898A					
ProCurve Switch 2724	J4897A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	U9270A/E	n/a	n/a
ProCurve 600 RPS/EPS	J8168A	next business day	3 Yr 4 hr/24x7	U9271A/E		
ProCurve 610 EPS	J8169A					
ProCurve Switch 2512	J4812A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	U4683A/E	n/a	n/a
ProCurve Switch 2524	J4813A	next business day	3 Yr 4 hr/24x7	U4835A/E		
ProCurve Switch 2626	J4900B		3 Yr Support Plus 24	U6321A/E		
ProCurve Switch 2650	J4899B	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	H5481A/E	n/a	n/a
ProCurve Switch 6108	J4902A	next business day	3 Yr 4 hr/24x7	U6303A/E		
ProCurve Switch 4000m	J4121A		3 Yr Support Plus 24	U6302A/E		
ProCurve Switch 8000m	J4110A					
ProCurve Switch 2626-PWR	J8164A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	U2855A/E	n/a	n/a
ProCurve Switch 2824	J4903A	next business day	3 Yr 4 hr/24x7	U2856A/E		
ProCurve Switch 3400cl-24G	J4905A		3 Yr Support Plus 24	U6304A/E		
ProCurve Switch 4140gl	J8151A					
ProCurve Switch 4104gl	J4887A					
ProCurve Switch 4148gl	J4888A					
ProCurve Switch 5304xl	J4850A					
ProCurve Switch 5348xl	J4849B					
ProCurve Switch 5304xl-32G	J8166A					
ProCurve Switch 2650-PWR	J8165A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	H4496A/E	n/a	n/a
ProCurve Switch 2848	J4904A	next business day	3 Yr 4 hr/24x7	H2893A/E		
ProCurve Switch 3400cl-48G	J4906A		3 Yr Support Plus 24	U6319A/E		
ProCurve Switch 4108gl	J4865A					
ProCurve Switch 4108gl Bundle	J4861A					
ProCurve Switch 4160gl	J8152A					
ProCurve Switch 5308xl	J4819A					
ProCurve Switch 5372xl	J4848B					
ProCurve Switch 5308xl-48G	J8167A					
ProCurve Switch 6400cl	J8433A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	UA438A/E	n/a	n/a
ProCurve Switch 6410cl	J8474A	next business day	3 Yr 4 hr/24x7	UA439A/E		
			3 Yr Support Plus 24	UA440A/E		
ProCurve Secure Router 7102dl	J8752A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	UA432A/E	n/a	n/a
		next business day	3 Yr 4 hr/24x7	UA433A/E		
			3 Yr Support Plus 24	UA434A/E		
ProCurve Secure Router 7203dl	J8753A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	UA435A/E	n/a	n/a
		next business day	3 Yr 4 hr/24x7	UA436A/E		
			3 Yr Support Plus 24	UA437A/E		
ProCurve Routing Switch 9304m	J4139A	1 year, advance replacement,	3 Yr Next Day Parts Only	UA120A/E	1 Yr Next Day Parts Only	H7639PA/PE
		next business day	3 Yr 4 hr/13x5	H2887A/E	1 Yr 4 hr/13x5	H2738PA/PE
			3 Yr 4 hr/24x7	H2888A/E	1 Yr 4 hr/24x7	U2866PA/PE
			3 Yr Support Plus 24	U2865A/E	1 Yr Support Plus 24	UA423PA/PE
ProCurve Routing Switch 9308m	J4138A	1 year, advance replacement,	3 Yr Next Day Parts Only	UA121A/E	1 Yr Next Day Parts Only	H7640PA/PE
ProCurve Routing Switch 9315m	J4874A	next business day	3 Yr 4 hr/13x5	H2885A/E	1 Yr 4 hr/13x5	H2739PA/PE
			3 Yr 4 hr/24x7	H2886A/E	1 Yr 4 hr/24x7	U2868PA/PE
			3 Yr Support Plus 24	U2867A/E	1 Yr Support Plus 24	UA424PA/PE
ProCurve Routing Switch 9408sl	J8680A	1 year, advance replacement,	3 Yr Next Day Parts Only	UA444E	1 Yr Next Day Parts Only	HC133PE
		next business day	3 Yr 4 hr/13x5	UA441E	1 Yr 4 hr/13x5	UA445PE
			3 Yr 4 hr/24x7	UA442E	1 Yr 4 hr/24x7	UA446PE
			3 Yr Support Plus 24	UA443E	1 Yr Support Plus 24	UA447PE
ProCurve Wireless Access Point 520wl	J8133A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5	U4683A/E	n/a	n/a
ProCurve Wireless Access Point 420wl NA	J8130A	next business day	3 Yr 4 hr/24x7	U4835A/E		
ProCurve Wireless Access Point 420wl WW	J8131A		3 Yr Support Plus 24	U6321A/E		
ProCurve Access Controller 720wl	J8153A	1 year, advance replacement,	3 Yr Next Day Parts Only	UA427A/E	1 Yr Next Day Parts Only	U8142PA/PE
ProCurve Access Control Server 740wl	J8154A	next business day	3 Yr 4 hr/13x5	U6449A/E	1 Yr 4 hr/13x5	U8143PA/PE
			3 Yr 4 hr/24x7	U6448A/E	1 Yr 4 hr/24x7	U8144PA/PE
			3 Yr Support Plus 24	U6322A/E	1 Yr Support Plus 24	UA425PA/PE

¹For as long as you own the product

Service level and warranty upgrades (continued)

Product name	Product number	Standard warranty	Service level		Post-warranty	
			Onsite/Offsite service level	Care Pack # (choose A or E)	Post-warranty service level	Care Pack # (choose PA or PE)
ProCurve Integrated Access Manager 760wl	J8155A	1 year, advance replacement, next business day	3 Yr Next Day Parts Only 3 Yr 4 hr/13x5 3 Yr 4 hr/24x7 3 Yr Support Plus 24	UA428A/E U6451A/E U6450A/E U6323A/E	1 Yr Next Day Parts Only 1 Yr 4 hr/13x5 1 Yr 4 hr/24x7 1 Yr Support Plus 24	U8145PA/PE U8146PA/PE U8147PA/PE UA426PA/PE

Installation services²

Product name	Product number	Product name	Product number	Installation	
				Installation Care Pack # (choose A or E)	Install/Startup Care Pack # (choose A or E)
ProCurve Switch 408	J4097B	ProCurve Switch 2708	J4898A	U4826A/E	U4830A/E
ProCurve Switch 2124	J4868A	ProCurve Switch 2724	J4897A		
ProCurve Switch 2312	J4817A	ProCurve Switch 2824	J4903A		
ProCurve Switch 2324	J4818A	ProCurve Switch 2848	J4904A		
ProCurve Switch 2512	J4812A	ProCurve Switch 3400cl-24G	J4905A		
ProCurve Switch 2524	J4813A	ProCurve Switch 3400cl-48G	J4906A		
ProCurve Switch 2626	J4900B	ProCurve Switch 6108	J4902A		
ProCurve Switch 2650	J4899B	ProCurve Switch 6400cl	J8433A		
ProCurve Switch 2626-PWR	J8164A	ProCurve Switch 6410cl	J8474A		
ProCurve Switch 2650-PWR	J8165A				
ProCurve Switch 4000m	J4121A	ProCurve Switch 4108gl bundle	J4861A	U4827A/E	U4831A/E
ProCurve Switch 8000m	J4110A	ProCurve Switch 4148gl	J4888A		
ProCurve Switch 4104gl	J4887A	ProCurve Switch 4140gl	J8151A		
ProCurve Switch 4108gl	J4865A	ProCurve Switch 4160gl	J8152A		
ProCurve Switch 5304xl	J4850A	ProCurve Switch 5372xl	J4848B	U4828A/E	U4832A/E
ProCurve Switch 5308xl	J4819A	ProCurve Switch 5304xl-32G	J8166A		
ProCurve Switch 5348xl	J4849B	ProCurve Switch 5308xl-48G	J8167A		
ProCurve Routing Switch 9304m	J4139A	ProCurve Routing Switch 9315m	J4874A	U4829A/E	U4833A/E
ProCurve Routing Switch 9308m	J4138A	ProCurve Routing Switch 9408sl	J8680A		

²Installation services apply to ProCurve wired-based products for initial product installation only. Installation services for ProCurve modules and accessories (including external power supplies) are included with the installation services for the base product or chassis. Installation services for ProCurve 700wl series products, ProCurve Wireless Access Points, and ProCurve Secure Router 7000dl series products are sold directly from HP. Contact your ProCurve Networking sales representative.

Legend

3 Yr Next Day Parts Only = 3-year, parts only, global next-day advance exchange
3 Yr 4 hr/13x5 = 3-year, 4-hour onsite, 13x5 coverage for hardware
3 Yr 4 hr/24x7 = 3-year, 4-hour onsite, 24x7 coverage for hardware
3 Yr Support Plus 24 = 3-year, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone support
1 Yr 4 hr/13x5 = 1-year, post-warranty, 4-hour onsite, 13x5 coverage for hardware
1 Yr 4 hr/24x7 = 1-year, post-warranty, 4-hour onsite, 24x7 coverage for hardware
1 Yr Support Plus 24 = 1-year, post-warranty, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone support
1 Yr Next Day Parts Only = 1-year, post-warranty, parts only, global next-day advance exchange
Installation = Installation with minimum configuration, during local business hours, system-based pricing
Install/Startup = Installation with HP-provided configuration, during local business hours, system-based pricing

HP Care Pack pricing

Care Pack pricing is system-based, meaning that all modules and accessories are serviced as part of the price of the Care Pack for the parent product.

E = electronic Care Pack
 PE = post-warranty electronic Care Pack

For information on worldwide pricing and availability, go to:
www.hp.com/go/procurveservices

ProCurve software

For the latest updates to ProCurve software, go to www.procurve.com. Select "Software updates" and then "Network management" to download the newest version of your ProCurve software. For information on ProCurve software 24x7 phone support, contact your ProCurve sales representative for an annual support contract sold directly from HP.

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