



Solutions you can rely on

THIRD PARTY WARRANTY REPORT 2017

About Origin Storage

Since 2003, Origin Storage has been an established provider to many of the IT industry's leading Resellers. At the heart of our success lies a dedicated team of trusted advisers with a wealth of knowledge in storage and data security.

That knowledge and the confidence to constantly evolve ourselves, has seen our business branch out into new and exciting areas in the flash storage and memory arena. Our strong business relationships allow us to continually expand and seek fresh, innovative new products that add unique opportunities to the IT market place.

All of these parts can be found on www.originstorage.com/dell

Will using a third-party solution void my OEM warranty?

It is widely believed that you can void your OEM warranty contract if you use a third-party solution. This however is not the case, which you can clearly see in the below extracts, collated directly from the OEM warranty clauses:

Dell™

Origin Storage have been supplying Dell™ with replacement matched hard drives solutions across EMEA for the past 12 years. They can be purchased via the Dell internal sales teams, spares teams and through the Dell end-user websites.

Below are extracts from Dell's warranty clauses, which identifies that Dell allow the use of third party products, but these are covered under the manufacturer's warranty (Origin) (7.9). Dell warranty contracts will not cover a part that has been damaged by a third-party solution (8.0); in the unlikely event of this happening Origin Storage is covered up-to 10 million GBP through their product liability insurance.

7.9 DELL DOES NOT PROVIDE DELL SERVICE OFFERINGS FOR THIRD PARTY MANUFACTURED SOFTWARE OR PRODUCTS BUT WILL PASS TO CUSTOMERS, TO THE EXTENT THAT IT IS PERMITTED TO DO SO, THE BENEFIT OF ANY WARRANTY OR GUARANTEE GIVEN BY THE MANUFACTURER OR SUPPLIER OF THIRD PARTY PRODUCTS.

8.0 WARRANTIES DO NOT COVER DAMAGE DUE TO EXTERNAL CAUSES, SUCH AS ACCIDENT, ABUSE, MISUSE, PROBLEMS WITH ELECTRICAL POWER, SERVICE NOT PERFORMED OR AUTHORIZED BY DELL (INCLUDING INSTALLATION OR DE-INSTALLATION), USAGE NOT IN ACCORDANCE WITH PRODUCT OR SOFTWARE INSTRUCTIONS, NORMAL WEAR AND TEAR, OR USE OF PARTS AND COMPONENTS NOT SUPPLIED OR INTENDED FOR USE WITH THE PRODUCTS, SOFTWARE, OR SERVICES. THESE WARRANTIES DO NOT APPLY TO THIRD-PARTY PRODUCTS. ANY WARRANTY ON A THIRD-PARTY PRODUCT IS PROVIDED BY THE PUBLISHER, PROVIDER, OR ORIGINAL MANUFACTURER.

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HP

Origin Storage provides an extensive range of cost effective matched hard drive solutions for HP's servers, desktops and notebooks. These solutions are used in a number of HP system builds, supplied through a number of different European distributors and resellers. HP's warranty remains valid when using Origin Storage solutions. The below statement is quoted from the FAQ section on HP's website:

"Q17. Will my warranty be affected if I install a non-HP upgrade/option in my HP product? HP warranty extends only to HP products and options. If you install a non-HP option into your HP product and this option then fails, you must contact the supplier for warranty cover on that item.

The warranty on your HP product will not be affected by the installation of a non-HP upgrade/option unless your HP product is damaged as a result of installation and/or operation of a third party option, such damage will not be covered by HP warranty.

If your HP product is not operating correctly, you may be asked to verify that any non-HP option is not responsible for the problem by uninstalling any such items."

HP Website, December 2014

LENOVO

Origin Storage provides matched hard drive solutions for the full Lenovo range of desktops, laptops and Servers. Again the OEM warranty contract with its customer is not made null and void by using third party replacements. The below statement is taken directly from the Lenovo website and clearly states it's position on the use of third-party replacements:

"ALL SUPPORT AND ALL THIRD PARTY PRODUCTS AND SERVICES ARE PROVIDED AS IS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND. THIRD PARTY MANUFACTURERS, SUPPLIERS, SERVICE PROVIDERS OR PUBLISHERS MAY PROVIDE WARRANTIES DIRECTLY TO RESELLER OR END USERS."

Lenovo Website, March 2017

Origin Storage Ltd Warranty

Origin Storage warrants its own branded and co-branded hardware products to be free from defects in materials and workmanship for the warranty period. This non-transferable, limited warranty is only valid for the first end-user purchaser. The warranty begins on the date of purchase; all matched hard drive solutions carry a 36 month warranty period, unless specified otherwise. In the unlikely event that an Origin Storage third-party solution damages or corrupts a non Origin Storage part, our product liability insurance will cover damages up to 10 million GBP.

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