

Third Party Warranty Report



Solutions You Can Rely On

What Is A Third Party Or Compatible Alternative? Will It Invalidate My Warranty?

This question can cause confusion and most aren't confident where the answer lies. There has always been some scepticism around the use of third party or compatible parts when replacing the Original Equipment Manufacturer (OEM) part and whether they will invalidate the original warranty. This document aims to tackle that confusion.

What is the difference between third party and (OEM) parts? Technically, there isn't one in the vast majority of cases. The OEM doesn't actually manufacture anything themselves; a third party part is typically built in the same factory as the original part but simply doesn't carry the OEM's branding. Take memory as an example. There are only four main manufacturers of memory globally: Samsung, Toshiba, Hynix, and Micron, therefore an OEM-branded module is from one of these four, but with the OEM label on it as well. An Origin third party/compatible part is the exact same module the OEM would buy, but with Origin branding.

Third party or compatible parts have a stigma attached; you can't just buy anything you find as you need to ensure it's still been built with the same stringent quality that the OEM part would have been. Using Origin Storage compatible parts, or those of our partners, guarantees they will fit and are 100% compatible.

What Computer OEMs Don't Want You To Know

Namely, The Magnuson–Moss Warranty Act. Computer manufacturers cannot insist that you buy their (labelled) products to keep their warranty valid. You are not required to add the server/computer manufacturer's memory to maintain the warranty on the system. Also, the system manufacturer cannot state that the system warranty is void if other "brands" of peripherals are used.

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 is not the case, which you can clearly see from the extracts in this document, collated directly from OEM warranty clauses.

Dell™

Origin Storage has been supplying Dell™ with replacement matched hard drive 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 allows the use of third party products, and 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.

HPE

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



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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 its 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

CISCO

Origin Storage provides matched memory solutions for the full Cisco range of servers and networking solutions. 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 Cisco website and clearly states its position on the use of third party replacements:

“WHEN A PRODUCT FAULT OR DEFECT OCCURS IN THE NETWORK, AND CISCO CONCLUDES THAT THE FAULT OR DEFECT IS NOT ATTRIBUTABLE TO THE USE OF THIRD-PARTY MEMORY, CABLES, GBICS, FILTERS, OR OTHER NON-CISCO COMPONENTS INSTALLED BY A CUSTOMER OR RESELLER, CISCO WILL CONTINUE TO PROVIDE SUPPORT FOR THE AFFECTED PRODUCT UNDER WARRANTY OR COVERED BY A CISCO SUPPORT PROGRAM.”

Cisco Website

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.

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.

This 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 marketplace.

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



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