



HARDWARE WARRANTY AND SERVICE INFORMATION

Limited Warranty and Allocation of Liability

Digital products are warranted against defects in workmanship and material for the period specified below commencing on the date of delivery. Additional warranties may apply as provided in documentation accompanying the Digital product. Digital does not warrant that the operation or execution of any product will be uninterrupted or error free.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Exclusive Remedies: Digital will repair or replace any defective Digital product reported to Digital during the warranty period. Repair or replacement will be done on site or at a Digital facility depending on the country and product. At its option, Digital may refund the purchase price in lieu of providing a repaired or replacement product.

Warranty Limitations: Digital's warranty does not apply to conditions resulting from improper use, external causes, or modifications to the Digital product.

Third Party Products Warranty: Digital does not warrant Third Party products, which Digital distributes "AS IS". Third Party products may be warranted by the manufacturer as expressly provided in the Third Party documentation accompanying the product. Purchaser's remedy under any Third Party warranty is provided in the Third Party documentation accompanying the product.

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Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which depend on local law.

Storage Systems Limited Hardware Warranty

Hardware Warranty Attributes by Product

StorageWorks Family	Warranty Duration	Products
Controllers	3 yrs	SWIKX-BA/BB SWXCR-01 SWXRC-04
Adapters	3 Yrs	SWXA2-AA/AT SWSAP-AB/BB/BC SWHAP-BB/BC SWBAP-BB/BC
Winchester Disks	5 Yrs	SWXD3-SB/SC/SE/WB/WC SWXDB-5B/5C SWSD3-SB/SC
DLT Tapes/ Loaders	2 Yrs	SWXTL-AA, SWXTL-BA/BL/BT
Other Tapes/ Loaders	1 Yr	SWXTA-AA/BA/LA SWXTE-AA/AB/AC
Solid state disks	3 Yrs	SWSE5-RA/RB
CD-ROM	3 Yrs	SWXOR-BA/BB/BC/BD SWXOR-CA/CB/CC
AC/DC power supplies	3 Yrs	SWXBP-SA/SB/SD
Battery power supplies	1 Yr	SWXBP-SC/SB
Optical jukeboxes	1 Yr	SWXOW-JA/JB/JC/JD/MA/MB

Notes:

- First year of warranty is onsite. The balance of warranty term, if any, is Return-To-Digital (RTD).
- Configured systems with differing warranties by component will receive warranty at the component level.
- All warranties exclude consumables.
- Tape Media, disk packs, disk cartridges – One year return to Digital
- Documentation – 90 days return to Digital
- Accessories and supplies – 90 days return to Digital

On site: Purchaser notifies Digital and Digital repairs or replaces the product at Purchaser's site or provides Purchaser with a replacement unit. On site warranty may not be available in all countries.

RTD: Purchaser will notify Digital of the defective Field-Replaceable-Unit (FRU), and Digital will send a replacement via an advance exchange returns process. Defective FRU's must then be received back from the customer within 10 days of shipment of the replacement FRU, or the customer will be billed for the replacement part at full Country List Price (CLP).

Warranty commences on the date of delivery from Digital or authorized reseller. Purchaser pays transportation for RTD warranty returns to the nearest Digital return center. Digital pays transportation for RTD warranty returns to Purchaser.

Warranty Claims Requirements

Purchaser claims made pursuant to this warranty must conform to the following requirements:

For Return-To-Digital warranty, fault diagnosis is the sole responsibility of the purchaser.

The purchaser shall package and prepay transportation cost of any unit and or option sent to Digital.

The purchaser assumes the risk of loss or damage of parts in transit to Digital.

How To Make a Warranty Claim

Consult the purchase documents for the product or directly contact Digital in the country of purchase if you should have any questions concerning your warranty terms and conditions. To make a warranty claim, please follow the pre-call checklist, then call the number listed for your respective country.

Pre-Call Checklist

Completing a pre-call checklist will allow us to assist you more quickly and efficiently:

1. Consult your user documentation that is included with your product to assure that your device and system features are properly configured.
2. Execute any user diagnostics that are provided with your product, and record any error indications present. Consult the accompanying product user manuals for more details on the product diagnostics and utilities.
3. Record the product full model name and serial number.

Digital Phone Support

If your country is not in the following list, please consult the salesperson who sold you the Digital product.

Country	Service Number
UNITED STATES	1-800-354-9000
AUSTRALIA	008-252-277
AUSTRIA	0222-86630-555
BELGIUM	02-7297744
CANADA (English)	1-800-267-5251
(French)	1-800-267-2603
CHINA - Beijing	861-8492266
- Guangzhou	8620-6665666
- Shanghai	8621-5457460
DENMARK	80301005
FINLAND	9800-2870
FRANCE	1-69874123
GERMANY	01307702
HONG KONG	852-8053333
ISRAEL	052-592-300
ITALY	2-1678 20062
JAPAN	81-3-52733720
KOREA	82-2-7991333
MALAYSIA	603-800-3435
MEXICO	91-800-00210
NETHERLANDS	030-832888
NEW ZEALAND	0800-801-272
NORTHERN IRELAND	0232 381381
NORWAY	02-256300
PHILIPPINES	623-810-5156
PORTUGAL - Lisbon	01-3877051
- Oporto	02-6068805
PUERTO RICO	800-981-4764
REPUBLIC OF IRELAND	01-381216
SINGAPORE	65-3366129
SPAIN - Madrid	34-(9)1-5834257
- Barcelona	34-(9)3-4012222
SWEDEN	08-988835
TAIWAN	886-2-7767355
THAILAND	66-2-3120280
UNITED KINGDOM	025 6-59200

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