

The warranty information included in this document applies to products sold to end-users by Quantum or one of its authorized Value-Added Resellers (VARs) or Distributors. Service contract upgrades to higher response levels are also available for selected products. For additional warranty details and post-warranty service/support options, please contact your Quantum Authorized Reseller or local Quantum Representative, or visit <http://www.quantum.com/supportoptions>.

### End-User Warranty Period

Product	Standard Limited Warranty	Installation Requirement
SuperLoader 3, SuperLoader 3A (-YF Models)	One-year 5x9 Phone Support with Rapid Exchange. <sup>1, 2</sup>	Customer Installable
SuperLoader 3 (-YE Models)	Three-year 5x9 Phone Support with Rapid Exchange. <sup>1, 2</sup>	Customer Installable
Scalar i40/Scalar i80	One-year Next Business Parts Replacement. <sup>2</sup>	Customer Installable
Scalar i500	One-year Next Business Parts Replacement. <sup>2</sup>	Customer Installable
Scalar i2000, Scalar i6000, Scalar 10K, PX720	One-year Bronze on-site service: 5x9 next business day response. <sup>2</sup>	Installation Required by Quantum or Authorized Quantum Provider
DXi4500 Series	One-year Bronze on-site service: 5x9 next business day response. <sup>2</sup>	Customer Installable
DXi4601 Series	One-year Bronze on-site service: 5x9 next business day response. <sup>2</sup>	Customer Installable
DXi6500 Series	One-year Bronze on-site service: 5x9 next business day response. <sup>2</sup>	Customer Installable
DXi6700 Series	One-year Bronze on-site service: 5x9 next business day response. <sup>2</sup>	Customer Installable
DXi7500	One-year Bronze on-site service: 5x9 next business day response on the Hardware components. <sup>3, 2</sup> 90 Day 5x9 Phone Support on the Software. <sup>5</sup>	Installation Required by Quantum or Authorized Quantum Provider
DXi8500	One-year Bronze on-site service: 5x9 next business day response. <sup>2, 4</sup>	Installation Required by Quantum or Authorized Quantum Provider
vmPRO 4000 Series	One-year Bronze on-site service: 5x9 next business day response. <sup>2, 4</sup>	Customer Installable
vmPRO SmartView, SmartMotion	90 days concurrent with one-year Software Silver Support Plan (5x9 Phone Support) required with purchase of Product. <sup>4</sup>	Customer Installable
StorNext, StorNext FX	90 Day 5x9 Phone Support. <sup>4</sup>	Installation Required by Quantum or Authorized Quantum Provider
StorNext M330	One-year Bronze on-site service: 5x9 next business day response. <sup>2, 4</sup>	Installation Required by Quantum or Authorized Quantum Provider
StorNext Archive Enabled Library (AEL)	One-year concurrent with one-year Gold Support Plan (7x24x4) required to be purchased with purchase of Product. <sup>2, 4</sup>	
Vision	90 Day 5x9 Phone Support. <sup>5</sup>	Installation Required by Quantum or Authorized Quantum Provider
Q-EKM, QKM, and Scalar Key Manager	Three-year 5x9 phone support. <sup>5</sup>	Installation Required by Quantum or Authorized Quantum Provider
Removable Disk Products	Three-year 5x9 Phone Support with Rapid Exchange. <sup>1</sup>	Customer Installable
Quantum Standalone Tape Drives	Three-year 5x9 Phone Support with Rapid Exchange. <sup>1</sup>	Customer Installable
SDLT600A Standalone Tape Drives	One-year 5x9 Phone Support with Rapid Exchange. <sup>1</sup>	Customer Installable
Third Party Hardware or Software Products sold by Quantum	Unless specified above, all third party hardware and software is provided AS IS. However, the non-Quantum supplier or publisher may provide their own warranty.	

<sup>1</sup> Rapid Exchange: Quantum reserves the right to choose, at its sole discretion, Rapid Exchange of the whole unit or failing part, where available.

<sup>2</sup> **Warranty support is available and comes standard with the product in the following Quantum Direct Countries:** Australia, Austria, Belgium, Canada, China, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Guernsey, Hong Kong, Hungary, Ireland, Italy, Japan, Jersey, South Korea, Latvia, Lithuania, Luxembourg, Macau, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, United Arab Emirates, United Kingdom, United States. Warranty support may not be available in island locations. **Customer may purchase warranty level support directly from Quantum or through a local Authorized Service Provider in the following Quantum Indirect Countries:** Andorra, Argentina, Aruba, The Bahamas, Bahrain, Barbados, Belarus, Bermuda, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, Bulgaria, Chile, Costa Rica, Croatia, Dominican Republic, Ecuador, Egypt, El Salvador, Estonia, Ethiopia, Fiji, French Guiana, Gabon, Gambia, Ghana, Gibraltar, Guadeloupe, Guam, Guatemala, Honduras, India, Indonesia, Isle of Man, Israel, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Liechtenstein, Macedonia, Madagascar, Malta, Martinique, Moldova, Morocco, Namibia, Nigeria, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saudi Arabia, Serbia and Montenegro, South Africa, Sri Lanka, Thailand, Trinidad and Tobago, Tunisia, Turkey, Uganda, Ukraine, Uruguay, Venezuela, Vietnam, Zambia, Zimbabwe. **Customers may be asked to act as the importer of record. Warranty support is not available in the following countries at this time:** Afghanistan, Akrotiri, Albania, Algeria, American Samoa, Angola, Anguilla, Antarctica, Antigua and Barbuda, Armenia, Ashmore and Cartier Islands, Azerbaijan, Bangladesh, Belize, Benin, Bhutan, British Virgin Islands, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Christmas Island, Comoros, Democratic Republic of Congo, Republic of the Congo, Cook Islands, Cote d'Ivoire, Djibouti, Equatorial Guinea, Eritrea, Europa Island, Falkland Islands, Faroe Islands, French Polynesia, French Polynesia, Glorioso Islands, Greenland, Grenada, Guinea, Guinea-Bissau, Guyana, Haiti, Iceland, Iraq, Kyrgyzstan, Laos, Lesotho, Liberia, Libya, Malawi, Maldives, Mali, Mauritania Myanmar, Mauritius, Mayotte, Mongolia, Montserrat, Mozambique, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Niue, Palau, Reunion, Rwanda, Samoa, Senegal, Seychelles, Sierra Leone, Somalia, Suriname, Swaziland, Tajikistan, Timor-Leste, Togo, Tokelau, Tonga, Turkmenistan, Tuvalu, Uzbekistan, Vanuatu, Wallis and Futuna, Western Sahara, Yemen. **Prohibited Countries:** Cuba, Iran, Syria, Sudan, and North Korea.

<sup>3</sup> Guardian One-year On-site: with StorageCare Guardian installed, 5x9 next business day target response for the chassis, raid controllers and Optyon adapters; and Rapid Exchange for the power supplies, fans and disk drives.

<sup>4</sup> Software term of service must co-terminate with hardware service.

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### End-User Hardware Limited Warranty Worldwide

#### Warranty Limitations

For the time periods set forth with the specific Product, Quantum warrants to the original End User (you) that the Product (excluding expendable parts and covers) you have purchased from Quantum or a Quantum authorized Reseller is free from defects in material and workmanship under normal use.

THIS LIMITED WARRANTY DOES NOT APPLY TO ANY PRODUCTS OR PARTS FROM WHICH THE SERIAL NUMBER HAS BEEN REMOVED OR ALTERED OR THAT HAVE BEEN DAMAGED OR RENDERED DEFECTIVE:

- (i) AS A RESULT OF ACCIDENT, MISUSE OR ABUSE;
- (ii) BY THE USE OF PARTS OR MEDIA PRODUCTS NOT APPROVED, MANUFACTURED OR SOLD BY QUANTUM, OR NOT CONFORMING TO QUANTUM'S SPECIFICATIONS;
- (iii) BY MODIFICATION WITHOUT THE WRITTEN PERMISSION OF QUANTUM;
- (iv) AS A RESULT OF INSTALLATION OR SERVICE BY ANYONE OTHER THAN QUANTUM, AN AUTHORIZED QUANTUM SERVICE CENTER, OR A QUANTUM SERVICE PROVIDER CERTIFIED TO PERFORM SUCH WORK.
- (v) AS A RESULT OF FAILURES DUE TO A PRODUCT FOR WHICH QUANTUM IS NOT RESPONSIBLE
- (vi) AS A RESULT OF USE IN AN ENVIRONMENT FOR WHICH THE PRODUCT WAS NOT DESIGNED.

When Quantum releases a critical update to a hardware or firmware component to the product, in-warranty or uplifted support will only be provided for six months on the previous version. After the six-month period, support will be provided on a time and material basis.

#### Disclaimer of Warranties

EXCEPT AS EXPRESSLY STATED HEREIN, QUANTUM EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF DESIGN, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR TITLE. ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, OR ANY WARRANTIES OF NON-INFRINGEMENT OF ANY THIRD PARTY'S PATENT(S), TRADE SECRET(S), COPYRIGHT(S), OR OTHER INTELLECTUAL PROPERTY RIGHT(S). IN THE EVENT THE PRODUCT, PART OR REPAIR IS NOT FREE FROM DEFECTS AS WARRANTED ABOVE, END-USER'S SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AT QUANTUM'S DISCRETION AS PROVIDED ABOVE.

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QUANTUM DOES NOT WARRANT THAT OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE OR THAT THE FUNCTIONS CONTAINED IN THE PRODUCTS WILL OPERATE IN COMBINATIONS THAT MAY BE SELECTED FOR USE BY THE YOU.

QUANTUM PRODUCTS ARE MANUFACTURED USING NEW MATERIALS OR NEW AND USED MATERIALS EQUIVALENT TO NEW IN PERFORMANCE AND RELIABILITY.

#### Limitation of Liability

UNDER NO CIRCUMSTANCES, INCLUDING NEGLIGENCE, SHALL QUANTUM OR QUANTUM'S SUPPLIERS BE LIABLE TO END-USER, FOR ANY INJURIES, DAMAGE TO OR REPLACEMENT OF PRODUCT OR PROPERTY, COSTS FOR RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA USED WITH THE PRODUCT, OR ANY SPECIAL, INDIRECT, INCIDENTAL, ECONOMIC OR CONSEQUENTIAL DAMAGES OR CLAIMS FOR LOSS OF BUSINESS OR LOSS OF PROFITS WHATSOEVER, EVEN IF QUANTUM WAS ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE. SOME STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. IN NO EVENT SHALL QUANTUM'S TOTAL LIABILITY TO YOU FOR ALL DAMAGES, LOSSES, AND CAUSES OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT.

ALL QUANTUM PRODUCTS ARE COVERED BY A WORLDWIDE LIMITED WARRANTY. THIS LIMITED WARRANTY GIVES YOU SPECIFIC RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY.

*Quantum shall not be responsible for any handling fees, delays as a result of customs, import duties or tariffs.*

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### End-User Software Limited Warranty Worldwide

#### **Term of Warranty**

The warranty term (duration) begins on the date of shipment from Quantum or an authorized Quantum VAR/VAD as evidenced by a copy of the seller's invoice.

#### **Warranty Limitations**

For the time periods set forth with the specific Product, Quantum warrants to the original End User (you) that the Product software (when installed on Quantum hardware) you have purchased from Quantum or a Quantum authorized Reseller will material conform to the then current documentation; and the media containing the Software, but not the Software itself is free from physical defects. This warranty covers only problems you report, and that Quantum verifies during the warranty period.

If Quantum confirms a problem in the Software, Quantum's only responsibility (at Quantum's discretion) is to repair or replace the software, provide a different version of software to use as a work-around or refund the purchase price of the software.

When Quantum releases a critical update to a hardware or firmware component to the product, in-warranty or uplifted support will only be provided for six months on the previous version. After the six-month period, support will be provided on a time and material basis.

#### **Disclaimer of Warranties**

EXCEPT AS EXPRESSLY STATED HEREIN AND THE WORLDWIDE END-USER STANDARD LIMITED PRODUCT WARRANTY, THIS SOFTWARE PRODUCT AND ANY SOFTWARE MEDIA ARE PROVIDED "AS IS," WITHOUT ADDITIONAL WARRANTY OF ANY KIND, AND QUANTUM EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF DESIGN, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR TITLE, ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, OR ANY WARRANTIES OF NON-INFRINGEMENT OF ANY THIRD PARTY'S PATENT(S), TRADE SECRET(S), COPYRIGHT(S), OR OTHER INTELLECTUAL PROPERTY RIGHT(S). QUANTUM DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE PRODUCT, INCLUDING THE HARDWARE AND PROPRIETARY RIGHTS, WILL MEET YOUR REQUIREMENTS, OR THAT THE OPERATION OF THE SOFTWARE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT DEFECTS IN THE SOFTWARE PRODUCT OR SOFTWARE MEDIA (EXCEPT AS STATED ABOVE) WILL BE CORRECTED.

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#### **Limitation of Liability**

UNDER NO CIRCUMSTANCES, INCLUDING NEGLIGENCE, SHALL QUANTUM BE LIABLE TO END-USER, FOR ANY INJURIES, DAMAGE TO OR REPLACEMENT OF PRODUCT OR PROPERTY, COSTS FOR RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA USED WITH THE PRODUCT, OR ANY SPECIAL, INDIRECT, INCIDENTAL, ECONOMIC OR CONSEQUENTIAL DAMAGES OR CLAIMS FOR LOSS OF BUSINESS OR LOSS OF PROFITS WHATSOEVER, EVEN IF QUANTUM WAS ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE. SOME STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. IN NO EVENT SHALL QUANTUM'S TOTAL LIABILITY TO YOU FOR ALL DAMAGES, LOSSES, AND CAUSES OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT AND THE LICENSE TO THE PROPRIETARY RIGHTS.

ALL QUANTUM PRODUCTS ARE COVERED BY A WORLDWIDE LIMITED WARRANTY. THIS LIMITED WARRANTY GIVES YOU SPECIFIC RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY.

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