

## Customer Information

### Statement of Work for:

- Lattus Hardware Installation

### General Information

Quantum Statements of Work are crafted for the following:

- Onsite hardware and software installations and/or configurations performed by Quantum service teams at the customer site;
- Relocation of Quantum equipment.

Services beyond the work defined in standard SOWs may be available. These services are separately quoted. SOWs to cover such work will be drafted by the Quantum support and services teams working with the customer. Planning, design or architectural changes are considered billable activities.

Services described in SOWs will be provided during the hours from 8:00AM to 5:00PM, Monday to Friday (excluding Public Holidays), unless other arrangements have been made through your service representative.

- Onsite services are scheduled with a minimum of a 14-day lead-time. Shorter lead-times may be accommodated subject to resource availability. Such accommodation will be delivered at an additional charge.
- Cancellations of confirmed installation dates will be subject to charges for non-recoverable costs already incurred by Quantum. In the event of cancellation, rescheduling will be at the discretion of Quantum based on resource availability.
  - Cancellations within two (2) business days of the confirmed installation date will be subject to charges for non-recoverable costs already incurred by Quantum, plus 20% of the quoted installation price.
- For services scheduled outside of the normal business day additional charges will apply.
- Normal installation assumes one site visit unless otherwise specified by installation team
  - Charges will be incurred if additional site visits are required because the site is not fully ready when the installation team arrives on site.
- Relocation Services assume two site visits: one site visit for de-installation of the existing Quantum Product, then another site visit for the reinstallation of the Quantum Product at a different location.
  - Additional site visits will be charged as separate events.
- If a phone installation engagement does not end with a successful installation, it may be necessary for Quantum or Quantum service provider to perform installation work onsite.
  - Any such onsite install activity will be billable and additional to the obligation to pay for the initial phone installation engagement.

NOTE: If the Customer is not in compliance with the terms and responsibilities as outlined in this Service Description then Quantum has no obligation to deliver this Service.

### Scope of Service

General: For the purpose of all services, the "Customer" is the party issuing the Purchase Order and acknowledging the fulfillment of this SOW. The Sales and Support Terms and Conditions attached to Quantum's Price Quote and posted on Quantum's website ([www.quantum.com/ServiceandSupport/Services/HardwareSupport/Index.aspx](http://www.quantum.com/ServiceandSupport/Services/HardwareSupport/Index.aspx)) apply to the Services, except for the Limited Services Warranty and Limitation of Liability, which is governed by this SOW. Services provided hereunder shall be considered "Professional Services" as defined in the Sales and Support Terms and Conditions. Any services provided by a Reseller or another third-party are not governed by this SOW. Quantum's role is the deployment of Quantum-specific product configurable parameters and features. Quantum configurable parameters and features will be implemented such that the Quantum components will be presented and available to the Customer SAN for Host Operating System device discovery and backup application. Quantum will make a reasonable effort to resolve multi-vendor systems integration issues. However, this SOW does not oblige Quantum to assume the role of a Systems Integrator.

### On Site Activities by the Customer

Reasonable cooperation of Customer personnel is required to efficiently and effectively complete installation, de-installation and/or configuration services.

### Customer's Responsibilities at the Site of Installation must be completed prior to installation, applicable to all SOW's for onsite installation

All information related to the planning and installation of this product can be found at: <http://www.quantum.com/serviceandsupport/get-help/index.aspx#help>. All parameters specified as the customer responsibility must meet the specifications included in these guides.

1. Confirm that equipment to be installed is on site;
2. Plan production downtime and Server reboot requirements, if applicable;
3. Ensure all Customer data is secure and backed up;
4. Provide access to key Customer personnel whose participation is required, Network/SAN Engineer, Backup Application Administrator and facilities support personnel;
5. Provide necessary site access at all work sites specified in the customer's purchase agreement;
6. Ensure that sufficient floor space is available for the installed equipment plus additional clearance for installation and maintenance;

7. Ensure that the appropriate rack type and sufficient racks space are in place and accessible for rack-mounted products if not purchased from Quantum;
8. Make floor tile cuts ready if applicable;
9. Ensure live power connections of the right type and quantity, as specified for the product;
10. Install cabling from Customer Network/SAN to Quantum Products;
11. Provide valid Network/SAN addressing (i.e., IP and WWPN) and configuration; details;
12. Provide and configure required Ethernet Switches;
13. Provide and configure FC Switch zoning if applicable and not provided by Quantum;
14. Provide outgoing Email Notification address(s) to support service alerts;
15. Install/configure Customer Applications;
16. Ensure that valid license keys required at installation and sent from Quantum are readily available to the installation team;
17. Confirm successful access to Quantum Products from customer application following completion of installation.
18. If installation involves an upgrade to a Quantum product ensure that firmware is no more than one firmware revision removed from current production firmware level.

## Services to Be Provided By Quantum

### Statement of Work for Lattus Hardware Installation

1	Pre-installation planning call with the Customer Project Leader to review site readiness and plan the hardware and software configuration.
2	At the location where Equipment will be installed: <ul style="list-style-type: none"> <li>• Unpack and inspect all hardware prior to installation.</li> </ul>
3	Lattus Hardware Commissioning <ul style="list-style-type: none"> <li>• Position Lattus rack(s) in customer designated location</li> <li>• For installations using customer supplied racks, confirm rack depth, power distribution and rail spacing meets Lattus requirements</li> <li>• Install mounting rails for Storage Nodes, install Storage Nodes into the rack</li> <li>• Install mounting rails for Controller Nodes, install Controller Nodes into the rack</li> <li>• Install mounting rails for Access Nodes, install Access Nodes (if included in configuration)</li> <li>• Install mounting rails for Rack Switch(s), install Rack Switch(s)</li> <li>• Install mounting rails for System Switch(s), install System Switch(s)</li> <li>• Install mounting rails for Interconnect Switch(s), install Interconnect Switch(s) and associated SFPs</li> <li>• Install and dress power cables for all components</li> <li>• Install and dress Ethernet and Fibre Channel cables for all components</li> <li>• Power up and configure all Ethernet switches</li> <li>• Power up and confirm BIOS firmware and settings on controller and Storage nodes.</li> <li>• Install OS and configure Management controller including networks and additional controller nodes</li> <li>• Install OS and configure Storage Nodes</li> <li>• Configure Lattus system (policies, interfaces, etc) as required</li> <li>• Perform burn in testing for 24+ hours</li> <li>• Professional Services Configure Access Nodes (or M-Series Appliance) and complete solution implementation (refer project plan)</li> </ul>
4	Generate and Save Collect Log with System Information.
5	Provide system functional overview, demonstrate product features and provide technical support contact information and technical support procedures
6	Remove all installation packaging to a customer-designated area within the immediate installation location, or arrange with the customer for customer removal.

### Related Training

At the end of the installation process the Quantum installation team will review Quantum product operation and expected customer onsite maintenance activities. This overview does not replace any available customer education course for the product.

Training is strongly recommended. Training courses are available at: <http://www.quantum.com/serviceandsupport/storagecarelearning/index.aspx>. Please contact your Quantum Sales coordinator for pricing and scheduling information. Training is available online and through instructor classroom instruction that may be onsite, at Quantum facility or in a virtual classroom.

### Limited Services Warranty

Quantum warrants that the Services will be performed with reasonable care and skill. For Services not performed as warranted in this Section and provided Quantum has received written notice of the non-conformance within 30 calendar days of performance of the deficient Service, Quantum will, at Quantum's option, either perform the Services again free of charge or refund the relevant fees paid for such deficient Services. THIS IS CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AND Quantum's SOLE OBLIGATION AND LIABILITY ARISING IN CONNECTION WITH THE WARRANTY IN THIS SECTION. CUSTOMER AGREES THAT THE EXPRESS OBLIGATIONS AND WARRANTIES MADE BY QUANTUM IN THIS AGREEMENT ARE IN LIEU OF AND TO THE EXCLUSION (TO THE FULLEST EXTENT PERMITTED BY LAW) OF ANY OTHER WARRANTY, CONDITION, TERM, UNDERTAKING OR REPRESENTATION, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, RELATING TO ANYTHING SUPPLIED OR SERVICES PROVIDED UNDER OR IN CONNECTION WITH THIS AGREEMENT INCLUDING (WITHOUT LIMITATION) ANY WARRANTY AS TO THE CONDITION, QUALITY, AND THE SERVICES OR ANY PART OF THEM.

### Limitation of Liability

IN NO EVENT SHALL QUANTUM OR ITS SUPPLIERS BE LIABLE, WHETHER IN CONTRACT, TORT OR OTHERWISE, TO CUSTOMER OR ANY PERSON FOR (A) ANY COSTS OF PROCUREMENT OF SUBSTITUTE OR REPLACEMENT GOODS OR SERVICES, LOSS OF PROFITS, LOSS OF OR CORRUPTION TO DATA, LOSS OF PRODUCTION, LOSS OF REVENUES, LOSS OF CONTRACTS, LOSS OF GOODWILL OR ANTICIPATED SAVINGS OR WASTED MANAGEMENT AND STAFF TIME; OR (B) ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES,

LOSSES, EXPENSES OR COSTS OF ANY KIND, EVEN IF QUANTUM HAS BEEN ADVISED OF THEIR POSSIBILITY; ARISING DIRECTLY OR INDIRECTLY OUT OF THE AGREEMENT, OR THE PERFORMANCE, DEFECTIVE PERFORMANCE, NON-PERFORMANCE OR DELAYED PERFORMANCE BY Quantum OF ANY OF ITS OBLIGATIONS UNDER OR IN CONNECTION WITH THIS AGREEMENT.

Except for Quantum's liability for death or personal injury caused by its gross negligence or willful misconduct, or any other liability which cannot be excluded by law, Quantum's total liability (whether in contract, tort or otherwise) relating to products or services provided under or in connection with this Agreement shall not exceed, in the aggregate, one hundred twenty-five percent (125%) of the amount paid by Customer for the product or service which is the subject of the claim.

Your signature below indicates that you have read, understand the above conditions. Please keep this document for your records.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

November 1, 2024 - This statement is valid for 90 days.

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Contact your Quantum Sales Representative or [DL-InstallationCoordination@quantum.com](mailto:DL-InstallationCoordination@quantum.com) for further information, details or support.