



DLT & Storage Systems Group

Customer Bulletin

Subject: End of Service Life for DLT2000 and DLT2000XT
Product: DLT2000 and DLT2000XT

Purpose:

To notify customers that Quantum will utilize third-party repair providers for all DLT2000 and DLT2000XT repairs effective October 1, 2002 and that Quantum will cease supporting DLT2000XT for parts or service effective March 30, 2003.

Strategy:

Quantum has a commitment to support each of its products for a total of five years from last customer ship, which would be March 2003 in the case of DLT2000XT. The recent volume of returns and the five-year commitment, now indicate it is time for Quantum to cease support. Effective October 1, 2002 Quantum will begin utilizing a third-party repair provider for all DLT2000 and DLT2000XT products. All return authorization procedures will be provided by the third parties identified below. Quantum has authorized MSRC Co in North America and Connexion Point in Europe to perform repairs on the DLT2000 and DLT2000XT. For more information please visit our website at WWW.Quantum.com.

Details:

For North American repairs:

MSRC Co.
112 Crawley Falls Road
Brentwood, New Hampshire 03833
Phone # 603-642-6899 Ext. 210
Contact Name: Steve Mower

For Europe and APAC repairs:

Connexion Point (UK) Ltd
Unit 9, Queen Eleanor House
Kingsclere Park, Kingsclere
Hampshire RG20 4SW
Phone # +44 (0) 1635 291 460
Contact Name: Doc O'Connor

Actions:

Customers should take this opportunity to determine their support requirements for the DLT2000 and DLT2000XT beyond March of 2003 and execute a plan to ensure uninterrupted service.

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85-60018-01 Rev D