

Quantum Product Warranty Information

Quantum Product warranties are provided in the Quantum Sales and Support Terms and Conditions for the term and under the conditions further specified below, and subject to the Regional Limitations herein. The warranty is independent of, and its term runs concurrent with, any support agreement that is purchased at the time of product purchase. Customer will perform the replacement and return all of products and components specified in the Product Warranty Information table or on Quantum's website as Customer Installable or as Customer Replaceable Units (CRUs). Assistance in installing Customer Installable Units or replacing CRUs can be purchased from Quantum on a time and materials basis or as an uplift to a Support Contract. If purchased, such service will be provided on a Next Business Day basis. Service Requests (SRs) can be submitted via Quantum's Online Service Request Form or telephone 24x7x365. SRs will receive a response no later than the next business day. Telephone support will include diagnosis of covered warranty issues and determination of necessary parts replacement. Replacement Parts will be shipped within one business day of Quantum's determination that a replacement part is required. Parts identified by Quantum as Field Replaceable Units ("FRUs") will be replaced onsite by a Quantum Field Engineer or Quantum Service Partner, normally within one business day of Quantum's determination that parts replacement is required, subject to coverage specified in warranty or service agreement.

Product/Service	Warranty Term	Installation Requirement	Support Contract Included with Warranty	Special Warranty Provisions
SuperLoader 3, SuperLoader 3A (-YF Models)	1 Year	Customer Installable		Warranty support includes Rapid Exchange within 2 business days of Quantum's determination that Replacement Unit is required.
SuperLoader 3 (-YE Models)	3 Years	Customer Installable		
NDX Series	3 Years	Customer Installable		
Scalar Key Manager HA Hardware Appliance	3 Years	Customer Installable		
Quantum Standalone Tape Drives	3 Years	Customer Installable		Warranty support includes exchange within 2 business days
GoVault	3 Years	Customer Installable		
Scalar i3	1 Year	Customer Installable		Customer installs CRUs
Scalar i500 (5U and 14U)	1 Year	Customer Installable		Customer installs CRUs
Scalar i500 (9U, 23U, 32U, 41U)	1 Year	Quantum or Quantum QSP		Customer installs CRUs
Scalar i6	1 Year	Customer Installable		Customer installs CRUs
Scalar i6000	1 Year	Quantum or Quantum QSP		Customer installs CRUs
Scalar LTFS Appliance	1 Year	Customer Installable	1 Year Bronze	Customer installs CRUs
DXi47xx and DXi48xx	1 Year	Customer Installable		Quantum installs CRUs
DXi69XX, DXi6900-S and DXi9000	1 Year	Quantum or Quantum QSP		Customer installs CRUs
DXi V2000 Software	90 Day	Customer Installable		Purchase of one-year Software Silver (5x9 Phone Support) or Gold (7x24 Phone Support) Support Plan required with purchase of product.
DXi V4000 Software	90 Day	Customer Installable		
StorNext, StorNext FX	90 Day	Quantum or Quantum QSP Recommended		
Scalar Key Manager License Key Management Software Licenses	90 Day	Customer Installable		
Scalar Key Manager HA Virtual Machine Pair	90 Day	Customer Installable		
Vision	90 Day	Quantum or Quantum QSP	5x9 Telephone Support	
StorNext Metadata Appliances (M330/M440/M660)	1 Year	Quantum or Quantum QSP	1 Year Bronze	Quantum installs Replacement Parts
Quantum Xcellis Workflow Director	1 Year	Quantum or Quantum QSP	1 Year Bronze	Customer installs CRUs
Xcellis Foundation	1 Year	Customer Installable		Customer installs CRUs
Xcellis Application Director	1 Year	Customer Installable		Quantum installs CRUs
Xcellis SureStaQ	3 Year	Customer Installable	NBD Gold	Quantum installs Replacement Parts
Pro Solutions	3 Years	Quantum or Quantum QSP	NBD Gold	Quantum installs Replacement Parts
Pro Foundation	1 Year	Quantum or Quantum QSP	NBD Gold	
Artico	1 Year	Quantum or Quantum QSP		Customer installs CRUs
StorNext Q-Series Storage	3 Years	Quantum or Quantum QSP		Customer installs CRUs
StorNext QX1200/QX2400/QXS5600	3 Years	Quantum or Quantum QSP		Customer installs CRUs
QXS-3/QXS-4/QXS-6	3 Years	Customer Installable		Customer installs CRUs
Xcellis Workflow Extender	1 Year	Quantum or Quantum QSP	1 Year Bronze	Customer installs CRUs
StorNext G300 Gateway	1 Year	Quantum or Quantum QSP	1 Year Bronze	Quantum installs Replacement Parts
StorNext AEL Archive	1 Year	Quantum or Quantum QSP		Purchase of one-year Bronze, NBD Gold, or Gold Support Plan required with purchase of product.
Lattus Object Storage	1 Year	Quantum or Quantum QSP		
Quantum Q-Cloud Protect	N/A	Customer Installs	5x9 Telephone Support include in subscription	
Tape Media	Limited lifetime replacement or repair if defective in material or workmanship at the time of purchase (and not due to normal or negligent use).			

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Third Party Branded Products resold by Quantum	Unless specified above, all third party branded hardware and software is provided AS IS. However, the non-Quantum suppliers or publishers may provide their own warranty to the end-user.
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Quantum Warranty Regional Limitations

I. Warranty service and on-site support is available from Quantum in the following countries:

Australia, Austria, Belgium, Bulgaria, Canada, China, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong-S. A. R., Hungary, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao S. A. R., Malaysia, Mexico, Monaco, Netherlands, New Zealand, Norway, Oman, Poland, Portugal, Puerto Rico, Qatar, Romania, San Marino (Italy), Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Arab Emirates, United Kingdom, United States, and Vatican City.

II. Warranty service and/or onsite support may not be available in the following countries:

Afghanistan, Akrotiri, Albania, Algeria, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Ashmore and Cartier Islands, Azerbaijan, Bahamas, Bahrain, Baker Island, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia & Herzegovina, Botswana, Brazil, British Indian Territory, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, Christmas Island, Cocos-Keeling Islands, Colombia, Comoros, Cook Islands, Coral Sea Islands Territory, Costa Rica, Cote-d'Ivoire, Croatia, Cyprus, Democratic Republic of São Tomé and Príncipe, Democratic Republic of the Congo, Djibouti, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Guiana, French Polynesia, Gabon, Gambia, Georgia, Ghana, Gibraltar, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guinea, Guyana, Haiti, Heard Island and McDonald Islands, Honduras, Howland Island, Iceland, India, Indonesia, Iraq, Isle of Man, Israel, Ivory Coast, Jamaica, Jarvis Island, Jersey, Johnston Atoll, Jordan, Kazakhstan, Kenya, Kingman Reef, Kiribati, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Macedonia, Madagascar, Madeira, Malawi, Maldives, Mali, Malta, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Melilla, Micronesia-Federated States of, Midway Islands, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Navassa Island, Nepa, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, Northern Mariana Islands, Pacific Islands (Palau)- Trust Territory of the, Pakistan, Palau, Palmyra Atoll, Panama, Papua New Guinea, Paracel Island, Paraguay, Peru, Philippines, Pitcairn Islands, Republic of Kosovo, Republic of the Congo, Reunion, Russia, Rwanda, Saint Barthelemy, Saint Helena, Saint Kitts and Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Solomon Islands, South Africa, South Georgia and South Sandwich Islands, Spratly Islands, Sri Lanka, St. Lucia, St. Vincent and the Grenadines, Suriname, Svalbard, Swaziland, Tajikistan, Tanzania, Thailand, Timor-Leste, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wake Island, Western Sahara, Western Samoa, Yemen, Zambia, and Zimbabwe.

With regard to the above Section II countries:

- A. Quantum may be limited to providing phone support through a local Quantum Service Partner. A list of Quantum Service Partners is available at: <http://www.Quantum.com/serviceandsupport/serviceproviders/index.QSPx>.
- B. At Quantum's request, Customer shall act as the importer of record, and may be required to complete and provide an End Use and/or Anti-Corruption Risk Assessment forms under U.S. Law.
- C. Phone support during the period of the warranty shall be included for product sold. Where on-site service is available, the quote to the Customer must include an uplifted service contract to cover at minimum the first year of on-site service or the duration of the warranty whichever is greater. Where on-site service is not available, Quantum may offer a customized support option.
- D. Where onsite warranty is not available, Customer must select one of the following options at the time of purchase of Quantum Product:
 - a. Option 1, Self-Support: Customer employs IT Admin Level trained technicians on the Customer's IT infrastructure Eco-System and elects to self-support the Quantum Product they are interested in purchasing. Customer is required to purchase training and a spares kit from Quantum, and the Customer must:
 - i. Employ a minimum of two Quantum trained engineers
 - ii. Purchase a support contract from Quantum for access to technical escalation support and faulty part(s) replacement (Customer ships defective parts to Quantum and upon receipt Quantum will ship replacement to Customer's freight forwarder).
 - iii. Customer would have to also agree to be Importer and Exporter of Record for any parts.
 - b. Option 2, No Warranty and No Support Purchased: Customer agrees to purchase the Quantum Product without warranty service, does not purchase the available service support, and does not elect to self-support. Support would be available on a chargeable time and materials basis only to the extent support is possible at the location. Customer shall also serve as the Importer and Exporter of Record for any parts needed.

III. Warranty service and on-site support are not provided in the following countries: Cuba,

Iran, Libya, North Korea, Sudan, and Syria.