



TECHNICAL SUPPORT & CUSTOMER SERVICE PROCEDURES

This document explains the procedures used by our Technical Support and Sales personnel to administer the terms of our Warranty and to ensure the highest possible customer satisfaction.

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WARRANTY

XLS Libraries: The warranty on XLS libraries and tape drives is three years as described on our website. Advanced replacement of the minimum Field Replaceable Unit (FRU) during the entire period is part of that warranty. It includes one year of 5x9xNBD On-site Service when the library is installed in North America.

TLS and RLS Libraries: The warranty on these libraries and tape drives is three years, as described on our web site. Advanced replacement of the minimum Field Replaceable Unit (FRU) during the entire period is part of that warranty.

- On-site Service Agreements, in effect, extend the warranty, since parts are covered by the On-site Service Agreements.
- The warranty does not cover shipping damage, or damage caused by the user. A product damaged in shipment is not eligible for advanced replacement. The customer owns the product from the moment it leaves our facility and is responsible for filing a claim with the carrier if necessary.
- The chain of ownership of a product does not affect warranty status, as long as Qualstar has been paid for the product. If Qualstar has not been paid, consult Accounting for the required action.
- Warranty may be voided if a replaced part is not returned to Qualstar after a repair part has been sent to the user.

Purchased spare parts: 90 day ARW warranty.

Refurbished tape drives: 90 day ARW warranty.

TECHNICAL SUPPORT

Technical Support's objective is to resolve the customer's problem as efficiently as possible. Their goal is to determine the minimum FRU needed to resolve a problem. Assistance from the customer may be required to resolve an issue. Customers must provide serial numbers of the library and tape drives to determine warranty entitlement. A diagnostic effort will normally be completed via phone prior to sending parts or dispatching an On-site Service technician.

- If the problem involves software, the ISV support may be required. A Qualstar Technical Support technician will remain responsible for the case and will assist in resolving the problem.
- If efforts to resolve a problem have failed, and the problem appears to be Qualstar related, the complete library may be replaced at Qualstar's discretion.

RMAs (Return Material Authorizations) are required before shipping any material to Qualstar.

- Data and cleaning tapes are not returnable, even if unopened. Show tapes must be returned; code load tapes may be returned for credit.
- Purchased electrical spares are not returnable for credit, but may be exchanged within 30 days if faulty. Cables are exchangeable, and returnable.
- Returns are accepted if Qualstar made an error in recommending the part.
- Restocking fees apply to all items. Returns for convenience are accepted up to 30 days after shipment. A 15% restocking fee will be charged. This fee may be waived only with VP of Operations approval. No returns are allowed beyond 30 days.
- Material replaced under the Advanced Replacement Service or Warranty and not returned to Qualstar within 30 days will be invoiced.

UPGRADES

Technical Support must approve all upgrades. The following field upgrades are **possible** (*with exceptions*):

- Add barcode reader
- Add I/O port
- Add capacity upgrade kit
- Upgrade tape technology (within a family)
- Add 2Gb FCO
- Upgrade 1Gb FCO to 2Gb FCO
- Add Q-link

Caution: All combinations are **not** possible. At minimum, we must know the serial number to approve an upgrade. Contact Technical Support before attempting to upgrade a library.

- Libraries shipped with Exec I or II can not be field upgraded with Q-Link or fiber channel connectivity.
- Libraries shipped with Exec I or II are not field upgradeable with newer technology tape drives.
- Qualstar Sales must assist Resellers in quoting all field upgrades, with assistance from Technical Support.
- Qualstar is not responsible for the successful completion of an upgrade performed by a Reseller or the end user. We will, however, help to facilitate a successful upgrade.

- Qualstar will be responsible for the successful completion of upgrades done by an authorized third party service provider or at our factory.
- Certain upgrades require an upgrade worksheet to be filled out prior to quotation.
- The warranty for upgraded libraries is the remainder of the original warranty, if any. Upgrades do not extend or “restart” the warranty.
- If the library is covered by an On-site Service Agreement before the upgrade takes place, it will remain in effect once the library has been successfully upgraded.
- Neither the warranty nor On-site Service Agreement applies to correcting a problem caused by an unsuccessful upgrade attempt.

SHIPPING

- Our shipping method for warranty parts is second day air in the US, or via standard air for international. Replacement parts for On-site Service contract customers are shipped overnight air. Faster methods, if available, are the responsibility of the customer.
- All parts replaced under warranty are shipped at Qualstar expense. The customer is responsible for the cost of returning the item being replaced. Note: Customer is responsible for delivery to Qualstar, even if item is lost in transit.
- The method of shipment of a replacement library is to be determined by the Tech Support Manager approving the library replacement with due consideration of the event history and the needs of the customer.
- Qualstar will be pay both ways if a repair is required within the first 30 days from factory shipment.

FIRMWARE UPGRADES

Firmware upgrades are free, but if code load tapes or proms are required, they are priced at \$100 for tapes (refundable) and \$20 for proms, plus shipping. We do not recommend updating field units unless there is a specific reason to do so.

ON-SITE SERVICE

On-site contracts **must** cover all the drives and the library; they are not separable. On-site Service includes advanced replacement service and parts, thus in effect extending the warranty if On-site Service is continued beyond the warranty period.

- \$500 inspection fee will be charged if On-site Service is ordered after installation.
- On-site Service cannot be added to a non-functioning library. The library must be repaired and inspected before an On-site Service Agreement can be implemented.
- On-site Service for libraries that are out of warranty and have not been under contract requires Technical Support Manager approval. A \$500 inspection fee will be charged.
- Qualstar reserves the right to not provide On-site Service for certain models.
- On-site Service expires automatically if not renewed. There is no grace period.
- Libraries must have more than six months of warranty remaining to be considered "In-Warranty" when determining On-site Service prices. Prices are not prorated.
- On-site Service availability varies by location. Contact Technical Support for coverage information before offering it. On-site Service is only available in the US, Canada and certain European countries.

On-Site Service Coverage on Older Models

- On-Site Agreements for libraries manufactured prior to November 1999 will only be renewed for one year at a time when current Agreements expire.
- No new Agreements or renewals will be accepted for libraries containing the following tape drives:

AIT-1	DLT 4000
AIT-2	DLT 7000
SAIT FC	DLT 8000
LTO 1	SDLT 220
LTO 2 (all)	SDLT 320
	SDLT 600

- New Agreements or renewals for libraries containing the following drives are restricted to one year terms.

SAIT LVD	AIT-3
LTO 3 FC	AIT-4
LTO 3 LVD	AIT-5

- Renewals of Agreements covering out-of-warranty libraries are limited to one-year terms. We will not accept multi-year renewals on any out-of-warranty libraries.
- No new Agreements will be accepted for CLS. Renewals of existing Agreements are limited to one-year terms.
- No new Agreements or renewals of existing Agreements will be accepted for libraries containing FCO p/n 648-0003-0

ARS - ADVANCE REPLACEMENT SERVICE (POST WARRANTY)

ARS provides a replacement FRU, tape drive or entire library. ARS is available per the Price List. ARS is a per-incident charge.

- Failure to return the defective item will result in an invoice for the value of a new item.
- If advance replacement is not required, a discount is offered for return-to-factory repair service.
- Lead-time for return-to-factory repair is 30 days after receipt of the item.
- All transportation charges for ARS are the customer's responsibility.
- ARS is no longer offered on the following tape drives:

LTO 1	DLT 7000
LTO 2 FC	DLT 8000
LTO 2 LVD	SDLT 220
LTO 2 HH	SDLT 320
SAIT FC	SDLT600
DLT 4000	AIT-1
	AIT-2

ARW ADVANCED REPLACEMENT WARRANTY (IN WARRANTY)

ARW is offered only on units that are still under the original new-product warranty.

REPAIR SERVICE (POST WARRANTY)

- Repair Service is not offered on the following tape drives:

LTO 1	DLT 4000
LTO 2 FC	DLT 7000
LTO 2 LVD	DLT 8000
LTO 2 HH	SDLT 220
SAIT FC	SDLT 320
AIT-1	
AIT-2	

TAPE REPLACEMENT POLICY

Tapes returned in tape drives or libraries that are returned for repair will be handled as follows:

- All tapes, damaged or undamaged, will be returned to the customer.
- If our technicians cannot remove a tape, the drive will be sent to the manufacturer. We will try to retrieve and return these tapes but may not be able to do so.