



# ***SERVICE PROGRAMS***

***June 28, 2011***

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# Qualstar Limited Warranty Statement

## **Terms, Conditions and Limitations**

Qualstar is committed to providing the highest quality service to our customers. The warranties set forth in this document are the only warranties made by Qualstar Corporation and are subject to the exclusions and limitations set forth herein.

Qualstar Corporation warrants its products to be free from defects in materials and workmanship under normal use for the period of the warranty. Items which are replaced or repaired under this warranty are warranted only for the remaining portion of the original warranty period applicable to the products in which they are installed. This warranty is limited to products manufactured or distributed by Qualstar.

Qualstar's sole and exclusive obligation under this limited warranty is to repair or replace at Qualstar's option all products that are returned to Qualstar within the applicable warranty period and found by Qualstar to be defective. Replacement parts may be either new or reconditioned at Qualstar's option. This warranty does not apply to accessories such as tape media, tape magazines, carrying cases, manuals or cables.

This warranty does not cover damage resulting from misuse, abuse, neglect, accident, improper environmental conditions, excessive voltage, or improper installation, service, maintenance or use. This warranty will be immediately null and void if, in Qualstar's sole judgment, the item has been altered, modified or repaired other than with authorization from Qualstar and by its approved procedures, or has had its serial numbers and/or other product markings altered, defaced or removed. Normal user preventive maintenance as set forth in Qualstar's User's Guide is your responsibility and is excluded from this warranty.

Warranty claims must be submitted within the applicable warranty period in accordance with the procedures described in this document. You are responsible for properly packing the product to be returned in accordance with applicable user's guide instructions, and you must ship the unit prepaid at your own expense to Qualstar's factory. Qualstar will return the unit to you prepaid at Qualstar's expense via air transportation. Expedited transportation, customs charges, and other special charges are your responsibility.

Some products are shipped with software programs supplied by third parties. Qualstar makes no representations or warranties as to the suitability of software supplied for use in any application, and you agree to accept all such software on an "as is" basis. Furthermore, Qualstar does not warrant software to be free from defects, and assumes no responsibility for damages of any kind, either actual or consequential, resulting from such software failing to perform as documented or in any other manner.

IN NO EVENT WILL QUALSTAR BE LIABLE FOR ANY DAMAGES, EXPENSES, LOST REVENUES, LOST PROFITS, LOST SAVINGS, LOSS OF OR DAMAGE TO YOUR RECORDS OR DATA, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THIS PRODUCT OR ANY SUPPLIED SOFTWARE, EVEN IF QUALSTAR OR ITS RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PARTY.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION ANY IMPLIED

WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE REMEDIES STATED IN THIS WARRANTY ARE EXCLUSIVE.

## Warranty Period

***New TLS and RLS Tape Libraries.*** The warranty period is three years from the original date of shipment from Qualstar. See the following section for additional information.

***New XLS Tape Libraries.*** The warranty period is three years from the original date of shipment from Qualstar. See the following section for additional information.

***New Library Tape Drives.*** The warranty period is three years from the original date of shipment from Qualstar. See the following section for additional information.

***New Spare Parts.*** The warranty period on purchased spare parts is 90 days from the original date of shipment from Qualstar.

***Refurbished or Repaired Products.*** The warranty period on refurbished or repaired products is the remainder of the new warranty or 90 days, whichever is longer.

***Third-Party Products.*** The warranty period on non-Qualstar branded products is that which is provided by the original manufacturer of the product.

***On-site Service.*** Libraries must have more than six months of warranty remaining to be considered "In-Warranty" when determining On-site Service renewal prices. Prices are not prorated.

## Factory Service

### ***Who is entitled to receive Technical Support?***

Technical Support is provided exclusively to the end users of our tape libraries, authorized resellers and authorized independent service organizations.

### ***How does Factory Service work?***

If a problem occurs with a Qualstar product, contact Technical Support by telephone, fax, email or the web. A TSS (Technical Support Specialist) will attempt to diagnose the problem. If the problem is related to defective hardware, then the product or part can be returned to the factory for repair or replacement. A Return Material Authorization (RMA) number must be assigned before shipping the item to Qualstar. If the product or part is replaced, then the original item remains with Qualstar.

### ***What is the cost for Factory Service?***

There is no charge for factory service during the applicable warranty period unless warranty coverage is excluded for a reason described above under "Terms, Conditions and Limitations." If you have not returned a completed warranty registration card to Qualstar, you may be required to present proof of purchase. For in-warranty service, you must prepay shipping costs to Qualstar's factory and Qualstar will return the unit at its expense. Out-of-warranty factory service is available at a flat fee plus applicable taxes, duties and all transportation costs.

### ***What is the TLS and RLS Advance Replacement Warranty?***

During the warranty period, Qualstar will replace an FRU (Field Replaceable Unit) before you ship it to the factory for service, once it is determined to be defective by a TSS. The standard method of shipment for components other than complete libraries is prepaid via second-day air transportation. Priority handling requests are billed at cost. You are responsible for returning the defective product or spare part in a timely manner without damage.

### ***What is the XLS Warranty?***

During the warranty period, Qualstar will replace an FRU before you ship it to the factory for service, once it is determined to be defective by a TSS. The standard method of shipment for components other than complete libraries is prepaid via second-day air transportation. Priority handling requests are billed at cost. You are responsible for returning the defective product or spare part in a timely manner without damage. XLS libraries installed in North America include 5x9xNBD On-Site Service for the first year.

### ***What is the Library Tape Drive Advance Replacement Warranty?***

Tape drives purchased in new libraries carry the same ARW as the library. Tape drives purchased separately have one year ARW.

### ***What should the customer do?***

- Call Technical Support to diagnose the problem
- Obtain an RMA number if the problem cannot be resolved over the telephone
- Carefully package the product and mark the RMA number clearly on the outside of the box
- Ship the product to Qualstar prepaid. Do not send freight collect

***What will Qualstar do?***

- A TSS will attempt to diagnose the problem over the telephone
- We will issue an RMA number if the problem cannot be resolved over the telephone
- We will repair or replace the defective product as necessary
- If the product is in warranty, we will return the product to you via second-day air at Qualstar's expense

***How to contact Qualstar Technical Support:***

- Telephone: (805) 583-7744 or (877) 444-1744
- Fax: (805) 583-7749
- Email: [support@qualstar.com](mailto:support@qualstar.com)
- Web site: [www.qualstar.com](http://www.qualstar.com)

# **Qualstar On-Site Service**

## ***How does on-site service work?***

On-site service is available from Qualstar as an up-lift to the standard TLS and RLS warranty. The XLS warranty includes 5x9xNBD for the first year if the unit is installed in North America. If a problem occurs with a product covered under an On-site Service Agreement, contact Technical Support. Refer to the On-site Agreement control number when requesting service. A TSS will work with the customer to diagnose the problem. If the problem cannot be resolved over the telephone, then Qualstar will dispatch a field service engineer to the site.

On-site service is also available for units that are out of warranty.

The tape library and all tape drives contained in it must be covered by the same agreement.

## ***What should the customer do?***

- Order and pay for on-site service at least 30 days in advance of need
- Call Technical Support to diagnose the problem
- Refer to the on-site control number when placing a call
- Provide full and free access to the product to be serviced at no charge
- Provide adequate working space and facilities for the field service engineer
- Assist in returning defective items to Qualstar

## ***What will Qualstar do?***

- Qualstar will assign a control number for each on-site service order
- Qualstar will verify entitlement to on-site service
- Qualstar will determine if the problem is hardware related
- If the problem is hardware related, Qualstar will dispatch the part by the fastest available means and schedule a field service engineer to meet it at the site. If local spares are available, Qualstar will immediately dispatch a field service engineer
- Otherwise, Qualstar will attempt to resolve the issue with you

## ***What will the Field Service Engineer do?***

- Travel to the end-user site
- Adhere to end-user site security and access procedures
- Inspect the site for any safety hazards before performing any work
- Repair or replace the defective product as necessary
- Close out the service call with Qualstar Technical Support
- Pack defective items for return to the factory

## Post-Warranty Service

Post-warranty services are available from Qualstar on a per incident basis. There is a flat fee for repairs or replacements made after the applicable factory warranty period expires. You may also purchase an On-site Service Contract to cover post-warranty service and repairs. Contact an authorized Qualstar Reseller or Technical Support for details.

### ***What is Advance Replacement Service (ARS)?***

ARS provides a replacement FRU when you cannot wait for your defective one to be repaired. ARS is available per the Price List. ARS is a per-incident charge. Transportation is selected by, and charged to, the customer. The defective component must be returned in a timely manner or additional cost will be incurred.

### ***Is Repair available without ARS?***

Yes. Normal factory repair time is 30 days after receipt of the item. Qualstar offers repair service on a limited number of FRUs. Contact Technical Support for the cost and repairability for a particular item.

### ***What should the customer do?***

- Contact Qualstar Technical Support to diagnose the problem
- Obtain an RMA number if the problem cannot be resolved over the telephone
- Carefully package the product and mark the RMA number clearly on the outside of the box
- Ship the unit to Qualstar prepaid. Do not send freight collect
- Provide a security deposit before shipment of an advance replacement unit

### ***What will Qualstar do?***

- A TSS will attempt to diagnose the problem over the telephone
- We will issue an RMA number if the problem cannot be resolved over the telephone
- We will repair or replace the defective product as necessary
- We will invoice you for the service charge plus shipping costs