



Qualstar Technical Support

Effective January 1, 2015 Qualstar Announces New Three Tiered Service Program.

Below are the key features of each support package available in Qualstar's three tiered service program.

Standard Support Benefits:

- Advance replacement of library components, including tape drives for the entire duration of the warranty period.
- Phone/email support during Qualstar Technical Support hours of operation.
- Replacement components will be shipped via 3 Day Air (Domestic) or International Economy (International).

Preferred Support Benefits - includes Standard benefits, as well as:

- Advanced, upgraded priority shipping.

Premium Support Benefits - includes Preferred benefits, as well as:

- 7 x 24 phone support

Uplifts to the standard factory warranty are available for purchase. Please see Qualstar's Service Program document for details. If you would like a quote to uplift the standard factory warranty please contact your Qualstar Sales Representative.

Effective January 1, 2015 Qualstar will no longer provide Technical Support for out-of-warranty units. Qualstar will instead offer several extended warranty contract options. Please see Qualstar's Service Program document for details. If you would like to purchase an extended warranty contract please contact your Qualstar Sales Representative.

Effective January 1, 2015, Qualstar will no longer publish a service price list. All previously published price lists are no longer valid. For service quotes please contact your Qualstar Sales Representative.

All current contract quotes are valid for only 30 days from the date of the quote.

SERVICE PROGRAMS

January 1, 2015

TABLE OF CONTENTS

	<u>Page</u>
<u>In Warranty Services</u>	
• Who is entitled for Technical Support?	3
• What service levels are available?	3
• How can I initiate a call?	3
• What is the Advance Replacement Warranty?	3
• What should the customer do?	4
• What will Qualstar do?	4
• How to contact Qualstar Technical Support	4
<u>Qualstar On-site Service</u>	
• How does Qualstar on-site service work?	5
• What should the customer?	5
• What will Qualstar do?	5
• What will the Field Service Engineer do?	5
<u>Out-of-Warranty Services</u>	
• Who is entitled to out-of-warranty support?	6
• What out-of-warranty service levels are available?	6
• What should the customer do?	6
• What will Qualstar do?	6
<u>Limited Warranty Statement</u>	7
• Terms, Conditions, and Limitations	7
• Warranty Period	8
◦ Tape Libraries	8
◦ Library Tape Drives	8
◦ Spare Parts	8
◦ Third-Party Products	8

In-Warranty Services

Who is entitled to receive Technical Support? What does it cost?

Technical Support is provided exclusively to end users of our tape libraries. There is no cost for standard level support for units within their factory warranty period. Optional service level uplifts can be purchased by the end user as desired.

Please see table below for Qualstar Technical Support Service options.

In Warranty Service Levels					
Service	Standard	Preferred	Premium	5X9 Onsite	7X24 Onsite
Phone/Email Support M-F 7 AM - 4 PM PST	X	X	X	X	X
Advance Replacement (including tape drives)	X	X	X	X	X
Priority Shipping		X	X	X	X
7X24 Phone Support			X	X	X
NBD Onsite Service*				X	X
4 Hour Onsite Service**					X

*NBD Onsite Service available in select regions only.

** 4 Hour Onsite Service available in select regions only and if local spare parts are available.

Units that are under contract or have been serviced by unauthorized service providers are not eligible for any type of support.

How can I initiate a Support call?

If a problem occurs with a Qualstar product, contact Technical Support. For immediate response, call Technical Support by telephone. If the request is not urgent, you can also contact Technical Support via email or the web.

A TSS (Technical Support Specialist) will attempt to diagnose the problem. If the problem is related to defective hardware, a replacement part will be shipped under the terms of the Advance Replacement Warranty (ARW) described below.

What is the Advance Replacement Warranty?

During the warranty period, Qualstar will replace a Field Replaceable Unit (FRU) once it is determined to be defective by a TSS. The standard method of shipment for components other than complete libraries is prepaid via three-day air transportation (domestic) or Economy air transportation (international). Priority shipping uplift options are available for purchase. An invoice will be sent to you for the FRU. An offsetting credit will be issued when the defective FRU is received by Qualstar.

The customer is responsible for returning the defective part to Qualstar, prepaid. A Return Material Authorization (RMA) number must be assigned before shipping the item to Qualstar. Returned items become the property of Qualstar.

Note: You are responsible for returning the defective product without damage to Qualstar within 45 days. Failing to return the defective part will result in suspension or cancelation of the warranty and all future technical support.

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 for RLS and XLS libraries have three (3) year ARW. Tape drives purchased separately for Q series libraries have two (2) year ARW.

What should the customer do?

- Call or contact Technical Support to diagnose the problem
- Provide the serial number of the Qualstar product.
- Obtain an RMA number if the unit is under warranty and the problem has been determined to be due to a failed library component or tape drive.
- 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
- Keep a record of the return shipment

What will Qualstar do?

- A TSS will attempt to diagnose the problem over the telephone or email.
- If the product is under warranty, we will issue an RMA number to replace the defective component.
- We will replace the minimum defective product as necessary

How to contact Qualstar Technical Support:

- Telephone: (805) 583-7744, Ext. 155, 877-444-1744, Monday – Friday (excluding US holidays),
7:00am – 4:00pm PST
- Telephone after hours: 805-526-7480, 877-444-1744
- Email: support@qualstar.com
- Web site: [Tech Support Request](#)

Qualstar On-Site Service

How does on-site service work?

On-site service is available from Qualstar as an up-lift to the standard advance replacement 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. A TSS will work with the customer to diagnose the problem.

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 library serial number when placing a call
- Provide full and free access to the product to be serviced
- Provide adequate working space and facilities for the field service engineer
- Assist in returning defective items to Qualstar

What will Qualstar do?

- 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 a replacement part by the fastest available means. Depending on the part being replaced, Qualstar may dispatch a Field Engineer to the site to service the unit. The following parts are replaceable by the customer and are not eligible for service by a Qualstar Field Engineer:

Q Series – tape drives, power supplies, magazines

RLS – tape drives, power supplies, storage matrix

XLS – tape drives, power supplies, battery controller

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

Out-of-Warranty Services

Who is entitled to receive Technical Support? What does it cost?

For out-of-warranty units, extended warranty contracts can be purchased to continue receiving technical support. Pricing varies depending on the service level requested.

Please see table below for Qualstar Technical Support Service options.

Extended Warranty Service Levels					
Service	Standard	Preferred	Premium	5X9 On-site	7X24 On-site
Phone/Email Support M-F 7 AM - 4 PM PST	X	X	X	X	X
Advance Replacement (including tape drives)		X	X	X	X
Priority Shipping		X	X	X	X
7X24 Phone Support			X	X	X
NBD On-site Service*				X	X
4 Hour On-site Service**					X

* NBD On-site Service available in select regions only.

** 4 Hour On-site Service available in select regions only and if local spare parts are available.

What do I do if I do not have an extended contract?

Qualstar will provide technical support to customers of out of warranty units for a fee of \$200 per hour with a one hour minimum. Limit of 2 logs to be analyzed per hour. Out of warranty support fees are not prorated and are not refundable. Out of warranty support fee does not guarantee repair and does not include parts.

What is Advance Replacement Service (ARS)?

ARS provides a replacement for selected FRUs for out-of-warranty units. 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 to Qualstar within 45 days or additional costs will be incurred.

What should the customer do?

- Contact Qualstar Technical Support to diagnose the problem.
- Provide credit card and pay the out-of-warranty support fee.
- Issue a purchase order or arrange payment as required for the ARS.
- Carefully package the defective product and mark the RMA number clearly on the outside of the box.
- Ship the unit 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 discuss ARS options, procedures and costs as applicable.
- We will issue an RMA number to return the defective item.
- We will invoice you for the service charge plus shipping costs.

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 or labels.

This warranty does not cover damage resulting from misuse, neglect, shipping, improper environmental conditions, excessive voltage, or improper installation. This warranty will be immediately null and void if the unit is placed under contract and/or serviced by unauthorized service providers. Qualstar is a sole source product. All hardware, including add-on tape drives and technical support services are provided exclusively by Qualstar. It is the user's responsibility to contact Qualstar to verify the validity of any support service. Qualstar will not provide any support to third party service providers or for units that have 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 the user's 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. Qualstar will ship a replacement component in advance via air transportation. 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. Expedited transportation, customs charges and other special charges are your responsibility. Warranty and/or Support contracts will be suspended or cancelled if a replaced item is not returned to Qualstar or if the replaced item is not paid for.

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 Tape Libraries. For the XLS and RLS families of tape libraries, including their respective tape drives, the warranty period is three (3) years from the original date of shipment from Qualstar. For the Q Series of tape libraries, including their tape drives, the warranty period is two (2) years from the original date of shipment from Qualstar. See the following section for additional information.

New Tape Drives. The warranty period on tape drives purchased for XLS and RLS tape libraries is 3 years from the original date of shipment. The warranty period on tape drives purchased for Q Series tape libraries is 2 years.

New Spare Parts. The warranty period on purchased spare parts is 30 days from the original date of shipment from Qualstar. All sales of spare parts are final and non-refundable.

Refurbished or Repaired Products. The warranty period on refurbished or repaired products is the remainder of the original warranty or 90 days from the original date of shipment of the refurbished or repaired product, 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. Such products include, but are not limited to, the SAN Server, RAID, Fibre Channel Switch, Gigabit Ethernet Switch and other components included with Qualstar systems.

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. If On-site Service is renewed more than 6 months prior to the warranty expiration, a one year renewal from the current service expiration date will be granted at in-warranty prices. If renewed less than 6 months prior to the warranty expiration, a one year renewal from the current service expiration date will be granted at out-of-warranty prices. Contact your Qualstar reseller for in-warranty and out-of-warranty pricing. Prices are not prorated.

Restocking Fees. Restocking fees apply to all items. Returns for convenience are accepted up to 30 days after shipment. A 15% restock fee will be charged. This fee may be waived only with VP of Sales approval. Returns are not allowed for items that are beyond 30 days old.

Processing Fee. A \$350 processing fee will be charged on all initial Onsite Service and Extended Warranty contracts. This fee is excluded if the contract is ordered at the time the library is purchased. This processing fee is non-refundable. The processing fee will also be charged for the renewal of expired contracts.

Supported Models. Customer must contact Qualstar Sales or Qualstar Support to verify Onsite Service or Extended Warranty eligibility. Qualstar reserves the right to reject service requests for any system that in Qualstar's discretion cannot be properly maintained.