



## DIGITAL EQUIPMENT CORPORATION WARRANTY SERVICE INFORMATION

This warranty is applicable worldwide to DIGITAL Equipment Corporation, Inc. (DIGITAL) products identified in the "DIGITAL Limited Warranty Coverage" section below purchased from DIGITAL or from an Authorized DIGITAL Product Reseller. Customers may ship DIGITAL Product to different locations, including different Countries, without voiding the warranty. Service is provided in the same manner as if the product were purchased in the Country of use, but service can only be provided in Countries where the product is designed to operate. Warranty service may not be available in all Countries or remote areas.

### 1. Hardware Product Limited Warranty

DIGITAL Hardware Products, Computers and Qualified Options, are warranted against defects in workmanship and material for the period specified in the "DIGITAL Limited Warranty Coverage" section below, commencing on the date of delivery to original purchaser from DIGITAL or an Authorized DIGITAL Product Reseller. A Customer's dated sales or delivery receipt is proof of the date of delivery.

If DIGITAL receives notice of such defects during the warranty period, DIGITAL will, at its option, repair or replace the Hardware Product which is defective. Repair or replacement may be accomplished on-site, by return to DIGITAL, or by use of the Customer Replaceable Unit (CRU) process (see Section 4 for details).

Equipment may be manufactured using refurbished components or may have been used internally for reliability or performance testing. Spare parts and Customer Replaceable Units (CRU) may be new, equivalent to new, or refurbished.

A Qualified DIGITAL Hardware Option is a DIGITAL Hardware Product that is added on or integrated into a DIGITAL Computer in order to provide higher performance, capacity, or increased capability; and was or is listed as an Option in DIGITAL's price list for the specific computer into which it is installed.

DIGITAL products external to the system processor (CPU) box, such as external storage subsystems, printers and other peripherals, are covered by the applicable warranty for those products.

### HiNote Rechargeable Battery Packs

Rechargeable Battery Packs, used as the primary power source for HiNote computers when AC is removed, are covered by a warranty separate from the HiNote warranty. The Rechargeable Battery Pack warranty is as indicated in the "DIGITAL Limited Warranty Coverage" section below.

### PowerGrade Options

DIGITAL warrants that the PowerGrade option kit purchased from DIGITAL or an Authorized DIGITAL Reseller will function correctly when properly installed in the appropriate DIGITAL Personal Computer, if the CPU chip contained within the PowerGrade option kit is within one stepping (version) of the CPU chip(s) that were originally installed within the DIGITAL Personal Computer.

Installation of the PowerGrade option kit requires handling and installing a CPU chip, which must be performed with extreme care to avoid product damage. DIGITAL recommends that the installation of the PowerGrade option kit be performed by DIGITAL or a DIGITAL Authorized Warranty Service Provider. Warranty on the PowerGrade option kit will not cover any Product that has been damaged or rendered defective as a result of service or installation by anyone other than DIGITAL or a DIGITAL Authorized Warranty Service Provider.

### Non-DIGITAL Hardware Products/Options

DIGITAL's warranty obligations extend only to products, options, and parts manufactured or distributed by DIGITAL under the DIGITAL brand name. DIGITAL does not warrant that non-DIGITAL hardware options will function error free when installed in a DIGITAL Computer, nor that the DIGITAL Computer will function error free with the non-DIGITAL hardware options installed. Non-DIGITAL Hardware Products, Options and parts may be warranted by the manufacturer, as expressly provided in the documentation accompanying the product/option.

### 2. Software Product Limited Warranty

DIGITAL Software Products factory installed by DIGITAL, or sold by DIGITAL, are warranted to substantially conform to the user documentation accompanying the Software Product, or the Software Product Description (SPD), for the Warranty Coverage" section below, commencing on the date of delivery to original purchaser from DIGITAL or an

Authorized DIGITAL Reseller. DIGITAL does not warrant that the operation of the Software will be uninterrupted or error free. In the event that the Software product fails to conform to the written documentation during the warranty period, DIGITAL will remedy the nonconformance problem in the current unaltered release of the licensed software by issuance of information such as correction documentation, corrected code, notice of availability of corrected code, a restriction or a bypass. The customer is responsible for preparation and submission of the problem report to DIGITAL, whereupon DIGITAL will notify the appropriate DIGITAL software engineering organization, or in the case of software not manufactured by DIGITAL, the software vendor.

Removable Media supplied by DIGITAL, either directly to Customer or to Customer through an Authorized DIGITAL Reseller, upon which a Software Product is recorded, is warranted to be free from defects in material and workmanship, under normal use, for the period specified in the "DIGITAL Limited Warranty Coverage" section below, commencing on the date of delivery to original purchaser from DIGITAL or an Authorized DIGITAL Reseller.

In the event the Removable Media proves to be defective during the warranty period, Customer's sole remedy shall be to return the Removable Media to DIGITAL or the Authorized DIGITAL Reseller from whom Customer purchased the Software Product, for replacement.

#### **Non-DIGITAL Software**

DIGITAL does not warrant the form or content of Non-DIGITAL software or documentation distributed with the system, both of which DIGITAL provides "AS IS".

DIGITAL does not warrant that software, not provided by DIGITAL with the system, will run error free or conform to written documentation. Non-DIGITAL software may be warranted by the manufacturer as expressly provided in the documentation accompanying the software.

### **3. Warranty Exclusions and Limitations of Liability**

The above warranties shall not apply to products from which serial numbers have been removed or to defects resulting from misuse, (including burned monitor screens and incorrect input voltage), unauthorized modification, operation or storage outside the environmental specifications of the product, in-transit damage, or improper maintenance, or defects resulting from use of non-DIGITAL qualified software, accessories, media, supplies, consumables, or items not designed for use with the product. The above

warranties shall not apply to products, hardware and software, that fail as a result of customer introduced "viruses".

Should DIGITAL be unable to repair or replace the defective Hardware Product during the warranty period, DIGITAL will, at its option, refund the depreciated value of the Hardware Product upon return of the Hardware Product to DIGITAL or the Authorized DIGITAL Reseller from whom Customer purchased the Hardware Product.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, DIGITAL DISCLAIMS ALL IMPLIED WARRANTIES AND CONDITIONS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM COURSE OF DEALING OR USAGE OF TRADE. SOME STATES/COUNTRIES DO NOT ALLOW CERTAIN IMPLIED WARRANTIES OR CONDITIONS TO BE EXCLUDED OR LIMITED IN DURATION, SO THIS DISCLAIMER MAY NOT APPLY. HOWEVER, IN THOSE STATES/COUNTRIES WHERE PERMISSIBLE, DIGITAL LIMITS THE DURATION OF ALL SUCH IMPLIED WARRANTIES AND CONDITIONS TO THE PERIOD OF DIGITAL'S WRITTEN LIMITED WARRANTY.

THE ABOVE WARRANTIES ARE DIGITAL'S EXCLUSIVE WARRANTIES AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, WILL APPLY. This warranty gives Customer specific legal rights. Customer also may have other rights which vary from State to State or Country to Country.

DIGITAL's liability to Customer for any cause whatsoever shall be limited to the purchase price paid to DIGITAL or the Authorized DIGITAL Reseller from whom Customer purchased the Products that are the subject of Customer's claim.

IN NO EVENT WILL DIGITAL OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES RESULTING FROM LOSS OF DATA OR USE, LOST PROFITS, OR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some States/Countries do not allow the exclusion or limitation of incidental or consequential damages, so the foregoing exclusion may not apply.

#### 4. Customer Responsibilities

Customer will be required to provide the complete model number and serial number, and run DIGITAL supplied diagnostics before an on-site visit or replacement part will be dispatched. Customer is responsible for the security of proprietary and confidential information and for maintaining a procedure external to the products for reconstruction of lost or altered files, data, or programs. This activity includes, but is not limited to, creating backup copies of software provided with the system that may be necessary in the event of a hardware failure which requires restoration of the hard disk drive. **IN THE EVENT THE CUSTOMER FAILS TO CREATE SUCH BACKUP COPIES AND RESTORATION IS NECESSARY, THE CUSTOMER WILL BE CHARGED FOR ACTIVITIES RELATED TO PROCURING RESTORATION FILES.**

Restoration of factory installed software on the Customer's hard drive, necessitated by a hardware failure, will be accomplished by the service engineer, utilizing the Customer generated backup copies, during the first 30 days of system operation, after which it is the Customer's responsibility to accomplish all restoration activity.

Customer is responsible for updating all Software Drivers, Firmware, and BIOS information, which is available on DIGITAL's web pages or Bulletin Boards.

For on-site service, Customer must provide the following: access to the product; adequate working space and electrical facilities within a reasonable distance of the product; access to and use of all information and facilities determined necessary by DIGITAL to service the product; operating supplies and consumables such as Customer would use during normal operation. When service is being performed on-site, a representative of the customer, at least 18 years of age, must be present at all times. Customer must state if the product is being used in an environment which poses a potential health or safety hazard to service personnel. DIGITAL may refuse to provide on-site service if DIGITAL determines, in its sole discretion, that such computer is located in an environment which poses a potential health or safety hazard to service personnel.

It is the Customer's responsibility to ensure the computer is "virus" free. Failures, hardware and software, resulting from a "virus" are not covered under the terms of this warranty, and repair activity resulting from "virus" related problems will be billed to the Customer.

It is the Customer's responsibility to ensure that all parts shipped back to DIGITAL are packaged in a

safe and secure manner. Parts received by DIGITAL not properly packaged will not be accepted, and any warranty claim will be considered null and void.

#### 5. Obtaining Warranty Service

Consult the purchase documents with the product or with DIGITAL at the local DIGITAL Customer Service Center Office (see Customer Service Center listing, by country, below), if you should have any questions concerning your warranty terms and conditions.

To obtain warranty service, Customer must contact a Digital Customer Service Center Office or an Authorized Digital Warranty Service Provider. Prior to receiving warranty service, Customer must provide the complete product model number and serial number and may be required to provide proof of purchase. Customer will be required to provide failure information obtained by executing the customer diagnostics, and may be required to perform other failure identification or isolation activities while working with the support specialist over the phone.

##### Pre-Call Checklist

Prior to calling DIGITAL or an Authorized DIGITAL Warranty Service Provider, please follow the Pre-Call Checklist and run diagnostic software. This will allow DIGITAL to assist you more quickly and efficiently.

1. Consult the computer user documentation that is included with your product to assure that your system features are properly configured.
2. Execute the customer diagnostics provided with your product and record the failure information. Consult the accompanying user documentation for more details on operating this utility.
3. Record the full model name and serial number of your system, monitor or failing option. This information is normally found on the back of the unit.

System Model Number \_\_\_\_\_

System Serial Number \_\_\_\_\_

Option Model Number \_\_\_\_\_

Option Serial Number \_\_\_\_\_

### **On-Site**

On-site warranty for those eligible Hardware Products listed as "On-Site" in the section below entitled "DIGITAL Limited Warranty Coverage" will be provided as detailed below.

All on-site service will be provided during normal business hours, excluding local holidays, and is based on commercially reasonable efforts by DIGITAL or a DIGITAL Authorized Warranty Service Provider. Telephone assistance is available during normal business hours to assist with problem identification and problem isolation for DIGITAL Products during the warranty period. Customer must provide the complete product model and serial number to receive support and will be required to execute DIGITAL provided customer diagnostics.

On-site warranty may not be available in all Countries or all geographic areas, as determined by the Country specific service provider. As well, equipment located beyond the standard service zone of a DIGITAL Service office or DIGITAL Authorized Warranty Service Provider office will be subject to a zone uplift charge and/or longer response times. Contact your local DIGITAL equipment service provider for applicable zone uplifts and distance limitations.

For Countries with no direct or indirect DIGITAL presence, the on-site portion of DIGITAL Warranty is not available. Customers may be required to return the defective product or component to DIGITAL via the Return to DIGITAL (RTD) process. DIGITAL warranty service availability may also vary in certain regions and Distributor Countries.

At DIGITAL's sole discretion, DIGITAL may provide, in lieu of on-site services, Customer Replaceable Units (CRUs).

### **Customer Replaceable Unit (CRU) Process**

All DIGITAL monitors with screens less than 20-inch, and certain other Products including, but not limited to, keyboard, mouse, speaker, and microphone are defined by DIGITAL as Customer Replaceable Units (CRUs). The DIGITAL CRU process provides for overnight shipment of CRUs directly to the Customer site for installation by the Customer.

Instructions detailing the installation of the replacement unit and disposition or return of the defective unit to DIGITAL will be provided to the Customer with the CRU. Customer will be billed for specified products not returned to DIGITAL within ten (10) days of the replacement unit shipment.

### **Return to DIGITAL (RTD)**

RTD warranty for those eligible Hardware Products listed as "RTD" in the Section below entitled "DIGITAL Limited Warranty Coverage" will be provided as detailed below.

DIGITAL will assist the Customer in isolating the hardware problem, direct the Customer to the nearest DIGITAL Service Center or Authorized Warranty Service Provider (AWSP) location or provide mailback instructions (including the issuance of a Return Authorization (RA) Number). Customer pays for transportation, insurance, and adequate box / packaging material for return of the warranty product to the designated repair center. DIGITAL pays transportation for return of the warranty product to the Customer. Customer may not return any product or option to DIGITAL without a DIGITAL issued Return Authorization (RA).

### **Parts Only**

Parts Only warranty for those eligible Hardware Products and options listed as "Parts" in the section below entitled "DIGITAL Limited Warranty Coverage" will be provided as detailed below. Customer determines the failing component or part and then contacts DIGITAL. Digital will provide mailback instructions (including the issuance of a Return Authorization (RA) number) for the part. Customer is responsible for determining the failing component or part, removal of the defective part from the computer, adequate box / packaging for shipment, transportation, and insurance charges for shipment to DIGITAL. All labor expended by DIGITAL or an Authorized Warranty Service Provider in conjunction with removal and replacement of the defective part will be billed to the customer. Upon receipt of the part, DIGITAL will, at its option, repair or replace the part, and return the replacement part to the customer. Customer may not return any part or option to DIGITAL without a DIGITAL issued Return Authorization (RA).

## **6. Export Statement of Assurance**

Products obtained under terms of this warranty may be subject to U.S. and other government export control regulations. Customer assures that it will comply with those regulations whenever it exports or reexports controlled products or technical data obtained from DIGITAL or any product produced directly from the controlled technical data.

## DIGITAL Limited Warranty Coverage

	Year 1	Year 2	Year 3
<b>Hardware Product Warranty</b>			
DIGITAL Server 500/1000/3000/5000/7000/9000 <sup>2</sup>	On-Site	On-Site	On-Site
DIGITAL Prioris Servers <sup>1,2</sup>	On-Site	On-Site	On-Site
DIGITAL Prioris XLe Servers <sup>2</sup>	On-Site	Parts	Parts
DIGITAL PC 3000/5000 Celebris and Venturis <sup>2</sup>	On-Site	Parts	Parts
DIGITAL Monitors			
15"-19" Part #s FR-PCXAV.** and FR-PCXBV.**	CRU	Parts	Parts
21"-24" Part #s FR-PCXAV.**	On-Site	Parts	Parts
14"-15" Part #s FR-PCXCV.**	CRU	-	-
DIGITAL HiNote VP	RTD	-	-
DIGITAL HiNote VP 7xx <sup>3</sup>	RTD	RTD	RTD
DIGITAL HiNote VP 70x	RTD	-	-
DIGITAL HiNote Ultra	RTD	RTD	RTD
DIGITAL HiNote Rechargeable Battery Pack	CRU	-	-
DIGITAL Server Rackmount <sup>4</sup>	On-Site	-	-

### DIGITAL Qualified Options

One year Parts or remainder of CPU Box warranty,<sup>2</sup> whichever is longer.

### Software Product Warranty

Factory Installed Operating Systems	90 days telephone support/conformance
PC Application Software purchased from DIGITAL	90 days telephone support/conformance
DIGITAL ServerWORKS Manager	90 days telephone support/conformance
DIGITAL ServerWORKS Quick Launch	90 days telephone support/conformance
Media Diskettes	90 days return to DIGITAL
Documentation	90 days return to DIGITAL
Accessories and Supplies	90 days return to DIGITAL

<sup>1</sup> Excludes Prioris XLe Servers.

<sup>2</sup> Digital Qualified Options installed within a Digital CPU box will pick up the remaining warranty attributes of the Digital CPU box. Options external to the DIGITAL CPU box carry their own warranty attributes. Coverage for Options in the DIGITAL Server 7000 Model 73xx includes only those Options installed within the CPU system drawer. DIGITAL Server 7000 Model 73xx Options within the Pedestal or Rackmount that are external to the CPU system drawer are covered by their own warranty attributes, and do not pick up the warranty attributes of the CPU box. DIGITAL recommends that Customers purchase Supplemental Services upgrades to match Option warranty attributes to System warranty attributes.

<sup>3</sup> Excludes DIGITAL HiNote VP 70x.

<sup>4</sup> DIGITAL Server Rackmount warranty is one year On-site and does not pick up the warranty attributes of Systems installed within. DIGITAL recommends that customers purchase Supplemental Services to extend the warranty of their DIGITAL Server Rackmount to match that of the DIGITAL Servers installed within.

On-Site response is normally next business day.

## DIGITAL Phone Support

If your country is not in the following list, please consult the salesperson who sold you the DIGITAL product.

Country	Service Number
UNITED STATES	1 800 354 9000
AUSTRALIA	61 1 800 252 277
AUSTRIA	[43] 1 86630 2000
BELGIUM	[32] 729 77 44
BRAZIL	0 800 218499
CANADA (English)	1 800 267 5251
(French)	1 800 267 2603
PRC (Beijing)	86 10 62058866
(Guangzhou)	86 20 86665666
(Shanghai)	ext 424 86 21 65457460
CZECH	[420] 2 61307310
DENMARK	[45] 80 30 10 05
FINLAND	9800 2870
FIJI	679 315 699
FRANCE	01 69 87 41 23
GERMANY	[49] 0180 5241212
GREECE (Salonika)	[30] 90310 423760
(Athens)	[30] 01 682 1980
HUNGARY	[36] 01 4584520
HONG KONG	852 2805 3333
INDIA (Bangalore)	91 80 3371582
(Bombay)	91 22 8526744
(Delhi)	91 11 3729574
(Calcutta)	91 33 748320
(Hyderabad)	91 40 819972
(Pune)	91 212 623274
(Madras)	91 44 8283901
INDONESIA	6221 572 1171
IRELAND	[353] 1 8381216
ISRAEL	[972] 09 959 3300
ITALY	[39] 2 69633287
JAPAN	0120 20 6042
KOREA	822 3771 2955
LUXEMBOURG	[352] 4981771
MALAYSIA	800 3248
MEXICO	91 800 00210
NETHERLANDS	[31] 030 283 2888
NEW ZEALAND	0800 449 552
NORTHERN IRELAND	01232 381245

Country	Service Number
NORWAY	[47] 22 768600
PHILIPPINES	632 848 0455
POLAND	[48] 22 6400000
PORTUGAL	0808 208 112
PUERTO RICO	809 783 6565
REPUBLIC OF IRELAND	[353] 1 8381216
ROMANIA	[40] 1 210 5508
RUSSIA	[7] 502 2227000
SINGAPORE	65 3366 129
SLOVAKIA	[42] 07 213 586
SOUTH AFRICA	0800 115 339
SPAIN (MADRID)	901 272727
SWEDEN	[46] 08 988835
SWITZERLAND	155 21 61
TAIWAN	886 080 211 393
THAILAND	662 312 0280
TURKEY	[90] 216 391 8430
UKRAINE	[380] 44 295 37 97
UNITED KINGDOM	[44] 0990 592000
VENEZUELA	800-DIGITA

## DIGITAL PC Information on the Internet

DIGITAL maintains comprehensive information for products including Software Drivers, Firmware, and BIOS updates on the Internet. The internet address is:

<http://www.windows.digital.com>

## Supplemental Warranty Service and Support

You can enhance your hardware and software support coverage with DIGITAL's Supplemental Services Upgrade Options. Contact DIGITAL or your DIGITAL Authorized Reseller for details.