

Dell Technologies **PRODUCT WARRANTY AND MAINTENANCE TABLE**

The table below sets forth Dell Technologies¹ product-specific warranty and maintenance terms and information. Each product identified as Equipment also includes its related operating system, operating environment or microcode (also defined in many contracts as “Core Software”), if any, unless the table indicates that such operating system is licensed as a separate product. Any Dell Technologies software that is licensed as a separate product and is not specifically identified on this table is governed by the terms stated in the row entitled “software.”

Dell Technologies recommends that you locate products on the following table by simultaneously pressing the “Control” key and the letter “f” key to activate the “Find” feature and then typing in the name of the applicable product.

Service offerings such as ProSupport, ProSupport Plus and ProSupport One may be available to provide longer service periods for an additional fee. Additional information about available Customer Service Options as well as other important information can be found by clicking the link found [here](#).

Notice: In accordance with widely used business practices in the IT industry and in support of Dell Technologies worldwide sustainability and recycling initiatives, Equipment may contain components that are (i) previously unused; or (ii) re-manufactured to contain the most current updates, meet all relevant test specifications and be functionally equivalent to previously unused components. Spare, upgrade and/or replacement components may be re-manufactured. Dell Technologies’ warranty terms apply equally to all components. For information on Dell Technologies recycling and sustainability efforts please [click here](#).

Applicable footnotes

¹ “Dell Technologies”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell quote or invoice and the applicable EMC sales entity (“EMC”) specified on your EMC quote. The use of “Dell Technologies” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.

² 4HR – 4 hour response objective, MC – mission critical response, NBD – next business day; additional service features are included as part of a purchase of a renewal of an Enhanced, Premium, ProSupport NBD, ProSupport 4HR, ProSupport Plus 4HR/MC and ProSupport One for Data Center NBD and ProSupport One for Data Center 4HR Support Option maintenance contract after May 31, 2018 for this Product; provided, that customer has activated and maintains the currently supported version(s) of connectivity tools (i.e. Secure Connect Gateway, OpenManage Enterprise Services, Embedded Services Enablement, etc.) during the applicable renewal term. These additional service features are specified in the applicable Support Option Service Description that can be found by clicking the link found [here](#). Enhanced and/or Premium Support Option, each, as applicable, is only available as part of a purchase of a renewal of an existing Enhanced and/or Premium Support Option maintenance contract. Customers who have purchased ProSupport with the Mission Critical Option prior to July 18th, 2019, or have purchased renewals of that Support Option, please note that your Support Option Service Description was merged with ProSupport NBD, but your Support Option entitlement and service features have not changed. Select Customers are also eligible to purchase the Dell Technologies Telco Respond and Restore Support Add-On option by invitation to supplement their ProSupport One for Data Center 4HR/MC or ProSupport Plus support option.

³ **Customer Replaceable Units (CRUs):** CRUs are specific assemblies, components, or individual parts of designated Dell Technologies equipment that the Customer is authorized by Dell Technologies to self-replace. In the event of a failure or technical issue, the Customer may remove and replace a CRU by using Dell Technologies-provided diagnostic tools and/or documentation. Assemblies or components not designated as CRUs must be serviced and/or replaced by Dell Technologies or a Dell Technologies authorized service partner.

⁴ **Remote Installation of New Software Releases for Connected Equipment:** This feature applies to associated embedded operating environment software covered by a Dell warranty or a current Dell maintenance contract. Equipment operating environment software is defined as user interface software programming and/or microcode needed to enable the Equipment administration, control, and performance of its basic functions, and without which the equipment cannot operate. Customer is entitled to remote installation of the OE software updates with an activated and maintained supported version of secure connect gateway software. ⁴ = defines applicable products in the Table.

Data Protection Products

| Product | Standard Warranty | Available Support Options ² | Designated Customer-Replaceable Units (CRUs) ³ |
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| Automated Failover Manager (AFM) Software ⁴ | 90 days; defective media replacement Support during warranty available with purchase of a RecoverPoint or MirrorView maintenance support option. | Premium | None, the AFM is included with RecoverPoint or MirrorView software only |
| Avamar Data Store | 2 years; ProSupport 4HR | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | Power supply, disk drives |
| Avamar Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | None |
| Captiva Family Software (Except Pixtools and QuickScanPro products) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced | None |
| CloudBoost Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Enhanced | None |
| Data Domain System ⁴ | 3 year hardware only; Limited Software (DDOS) 90 day; defective media replacement Support for DDOS during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | Power supply, disk drives, SAS controller on ES20, external fans, bezels, cables and rails |
| Data Protection Advisor | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | None |
| Data Protection Suite | 90 day; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | None |
| DatabaseXtender Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced | None |
| Integrated Data Protection Appliance ⁴ | 3 year hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR ProSupport NBD (4400 only) ProSupport One for Data Center 4HR or NBD | None. |
| Integrated Data Protection Appliance Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR ProSupport NBD (4400 Only) ProSupport One for Data Center 4HR or NBD | None |
| NetWorker Family Software (except for NetWorker Fast Start) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | None |
| PowerProtect Equipment | 3 year hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Power supply, disk drives, SAS controller on ES20, external fans, bezels, cables and rails |
| PowerProtect Software | 90 day; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | None |
| ProtectPoint Software | 90 day; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| RecoverPoint Equipment ⁴ | 3 years; ProSupport 4HR/MC Mission Critical | Premium ProSupport Plus 4HR/MC ProSupport 4HR ProSupport One for Data Center 4HR or NBD | None |
| RecoverPoint Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR ProSupport One for Data Center 4HR or NBD | None |
| SourceOne eDiscovery Equipment | 1 year; Enhanced | Premium Enhanced | Power supply, disk drives |
| SourceOne eDiscovery Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced | None |

| SourceOne Family Software (excluding SourceOne eDiscovery) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport 4HR or NBD | None |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Hyperconverged and Converged Infrastructure | | | |
| Product | Standard Warranty | Available Support Options | Designated Customer-Replaceable Units (CRUs) ³ |
| PowerFlex Appliance ⁴ | 3 year, hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Disks/Drives, Power Supply |
| PowerFlex custom node | 3 year, hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Per PowerEdge hardware |
| PowerFlex Integrated Rack ⁴ | 90 days, hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Per PowerEdge hardware |
| PowerFlex Software | 90 days; Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | None |
| PowerOne | 1 year, hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD | Per Server hardware |
| VBlock | 90 days, hardware only; Limited | Core Plus Premium ProSupport Plus 4HR/MC ProSupport 4HR or NBD | Per Server hardware |
| VxBlock | 90 days, hardware only; Limited | Core Plus Premium ProSupport Plus 4HR/MC ProSupport 4HR or NBD | Per Server hardware. Cisco Intersight Essentials License Tier Supported. |
| VxFlex Ready Node | 3 year, hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Per PowerEdge hardware |
| VVxRack Node | 1 year; Limited | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR | None |
| VxRail ⁴ | 3 year, hardware only; Limited | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Disks, power supply, Memory |
| vSAN Ready Node | 3 year, hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Per Server hardware |
| XC Products | 3 year, Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Per Server hardware |

OTHER WARRANTY TERMS AND LIMITATIONS RELATED TO HYPERCONVERGED and CONVERGED INFRASTRUCTURE PRODUCTS:

PowerFlex Remote Installation of New Software Releases for Connected Equipment Limitations:

- PowerFlex core software must be on version 4.5 or later. (4.5 to 4.x upgrades are eligible) No other upgrades are eligible.
- Nodes to be upgraded must be fully orchestrated by PowerFlex Manager.
- Lifecycle mode is not supported by this offer.
- Equipment must be under active ProSupport 4hr, ProSupport Plus, or ProSupport One for Data Center contract. • One upgrade per active service contract per year

Networking Products

| Product | Standard Warranty | Available Support Options | Customer- Replaceable Units (CRUs) ³ |
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| Dell Technologies Networking Products listed at dell.com/networkingwarranty | Dell Technologies Networking hardware warranty information is listed at: www.dell.com/networkingwarranty Licensed software products like Dell Enterprise SONiC OS or OS10 require a separate ProSupport contract for software. | ProSupport Plus 4HR/MC ProSupport 4HR or NBD Basic (as specified on your Dell quote or invoice) ProSupport One for Data Center 4HR or NBD | CRUs for Networking Products varies by region and Product type. Dell Technologies monitors performance and activity for specific Networking components and updates CRU lists based on the latest feedback. For more information about a specific part or component please consult the applicable Product Documentation and contact Dell Technologies if you have any further questions. |
| Connectrix Family of Directors ⁴ | 3 year; Limited | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Power supplies, fans, optics, cables |
| Connectrix Family of Switches ⁴ (except Connectrix devices listed below) | 3 year; Limited | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Power supplies, fans, SFP, cables and the complete switch when applicable |
| Connectrix B-Series and MDS Series Management Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | None |

OTHER WARRANTY TERMS AND LIMITATIONS RELATED TO NETWORKING PRODUCTS:

- Select Dell Technologies Networking products carry a lifetime limited hardware warranty with Basic Hardware Service (repair or replacement) for five (5) years from date of original shipment, subject to parts availability, as set forth at: www.dell.com/networkingwarranty. Repair or replacement support for any Dell Technologies Networking product with limited lifetime warranty does not include configuration or configuration assistance, or other advanced service and support provided by ProSupport and ProSupport Plus services. The warranty does not apply to products purchased before first announcement in Spring 2011. Dates vary by region. Contact customer service to verify if your product qualifies.
- Select Dell Technologies Networking products carry an Extended Life Limited Hardware Warranty with Basic Hardware Service (repair or replacement), which extends until 5 years after date of original shipment, subject to parts availability, as set forth at: www.dell.com/networkingwarranty, subject to the specific clarifications and limitations listed below. Repair or replacement support for any Dell Technologies Networking product with Extended Life Limited Hardware Warranty does not include configuration or configuration assistance, or other advanced service and support provided by ProSupport and ProSupport Plus services. The Extended Lifetime Limited Warranty is not transferrable.

Server Products

| Product | Standard Warranty | Available Support Options | Customer- Replaceable Units (CRUs) ³ |
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| Connected Smart-UPS | 3 year hardware only; Limited 90 days for BIOS/firmware; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR or NBD Basic ProSupport One for Data Center 4HR or NBD | CRUs for Server Products vary by region and Product type. Dell Technologies monitors performance and activity for specific Server components and updates CRU lists based on the latest feedback. For more information about a specific part or component please consult the applicable Product Documentation and contact Dell Technologies if you have any further questions. |
| PowerEdge H Series, R Series up to 300s, T Series up to 300s | 1 year hardware only; Limited 90 days for BIOS/firmware; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR or NBD Basic ProSupport One for Data Center 4HR or NBD | CRUs for Server Products vary by region and Product type. Dell Technologies monitors performance and activity for specific Server components and updates CRU lists based on the latest feedback. For more information about a specific part or component please consult the applicable Product documentation and contact Dell Technologies if you have any further questions. |

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| PowerEdge C Series, FX Series, M Series, MX Series, R Series 400s and above, T Series 400s and above, VRTX Series, XE Series, XR Series | 3 year hardware only; Limited 90 days for BIOS/firmware; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR or NBD Basic ProSupport One for Data Center 4HR or NBD | CRUs for Server Products vary by region and Product type. Dell Technologies constantly monitors performance and activity for specific Server components and updates CRU lists based on the latest feedback. For more information about a specific part or component please consult the applicable Product Documentation and contact Dell Technologies if you have any further questions. |
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OTHER WARRANTY TERMS AND LIMITATIONS RELATED TO SERVER PRODUCTS:

The limited hardware warranty lasts for the time period indicated on your Dell Quote or your EMC Quote or invoice, and the applicable entry in the tables above, except for the following Dell-branded hardware:

BATTERIES

- Series 5, 6 or 7 PowerEdge RAID Controller (PERC) battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited hardware warranty, we warrant that the battery will provide at least 24 hours of backup coverage during the 1-year limited hardware warranty period.
- Series 8/9 PERC controller battery comes with a 3-year limited hardware warranty, which cannot be extended beyond 3 years.
- CMOS (Complementary Metal Oxide Semiconductor) battery comes with a 1-year limited hardware warranty, which cannot be extended beyond 1 year.

POWER & PERIPHERALS

- Dell power distribution units (PDUs) and keyboard/monitor/mouse consoles (KMMs) purchased independent of a system carry a 1-year limited hardware warranty. Dell PDUs and KMMs purchased with a system are covered by the greater of 3 years or the term of the system limited hardware warranty.

GPUs

- Graphics Processing Units (GPUs) carry the length of the limited hardware warranty coverage for the Dell system with which they are shipped. Supported Dell systems may not include support for certain embedded GPUs beyond a certain date. **DRIVES**
- Hard Disk Drives (HDD)**
- Serial ATA (SATA) and Serial-Attached SCSI (SAS) hard drives purchased as a component of Dell Technologies server products carry a one year limited hardware warranty. Extended warranty coverage is available for an additional fee, covering HDD up to a maximum of five years from the original shipment date.
- Solid State Drives (SSD)**
- Enterprise SATA value/mix use solid-state drives (SSDs), enterprise SATA read intensive SSDs, slim SATA SSDs, NVMe SSDs, and Express Flash PCIe SSD devices purchased as a component of Dell Technologies server products carry a three-year limited hardware warranty. Extended warranty coverage is available for an additional fee, covering SSD up to a maximum of seven years from the original shipment date.
- Maximum device life - All variants of ioDrive® NAND Flash devices or Express Flash PCIe SSD devices use silicon technology that has a maximum number of physical bytes that can be written to the device (the Rated Life or Device Life). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials but does not cover problems related to the device reaching its maximum Rated Life/Device Life. ioDrive is a registered trademark of Fusion-io.

Storage Products

| Product | Standard Warranty | Available Support Options | Designated Customer-Replaceable Units (CRUs) ³ |
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| AppSync | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | None |
| Blade Logic Brand Software | No longer available for sale; maintenance only | Premium Enhanced | None |
| CloudArray Software (Appliance and Virtual Edition) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| CloudArray Appliance Equipment | 1 year; Limited | Premium ProSupport Plus 4HR/MC ProSupport 4HR | Disk Drives, Power Supply |
| CloudLink SW | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| Cloud Tiering Appliance – Virtual Edition (CTA/VE) Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced | None |

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| Dell Data Analytics Engine | Equipment 3 Years, Limited | ProSupport Plus 4HR/MC ProSupport Plus 8HR-(Brazil Only) ProSupport 8HR-(Brazil Only) ProSupport One Data Center 4HR | None |
| Dell Data Lakehouse Software | 90 days; defective media replacement Support during warranty available with purchase of a Maintenance support option | ProSupport Plus | None |
| Dell Technologies Cloud for Microsoft Azure Stack Platform Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR | None |
| Dell Technologies Cloud for Microsoft Azure Stack Scale Unit Equipment | 1 year; Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD | None |
| Disk Library for Mainframe, DLm8000/6000/2000/1000, DLm8100 w/VMAX, DLm8100 w/DD, DLm2100 w/DD, DLm2100 w/VNX | 2 years; ProSupport 4HR for DLm8100 w/VMAX, DLm8100 w/VNX/DD, DLm2100 w/DD, DLm2100 w/VNX 2 years; Premium for DLm8000/6000/2000/1000 | Premium for DLm8000/6000/2000/1000 Premium, ProSupport Plus 4HR/MC, ProSupport 4HR DLm8100 w/VMAX, DLm8100 w/VNX/DD, DLm2100 w/DD, DLm2100 w/VNX | None |
| ECS Appliance Equipment ⁴ | Equipment: 1 year; Limited | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | None |
| ECS Appliance Software | 90 days; defective media replacement. Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | None |
| Geographically Dispersed Disaster Restart Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium | None |
| Isilon and/or PowerScale Family Equipment ⁴ | 3 year hardware only; Limited | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | Power supplies, power cables, NVRAM batteries (applies only to Isilon Gen6), Hard Disks, Rail kits, IB switches, IB cables, faceplates |
| Isilon and/or PowerScale Family Software | 90 day; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | None |
| ObjectScale | Software – 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option. | ProSupport Plus 4HR/MC ProSupport 4HR ProSupport One for Data Center 4HR or NBD | None |
| Open Migrator/LM Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium | None |

| Product | Standard Warranty | Available Support Options | Designated Customer-Replaceable Units (CRUs) ³ |
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| Open Replicator for Symmetrix Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| PowerMax Equipment ⁴ | 3 year hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR | None |
| PowerMax Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR ProSupport One for Data Center 4HR or NBD | None |
| PowerPath Family Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR ProSupport One for Data Center 4HR or NBD | None |
| PowerStore ⁴ | Hardware - 3 year hardware only; Limited Software - 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD | DIMMs, Fans, LCC, Drives, I/O cards. Node processor, cables |
| PowerVault MD24XX ME50XX ME52XX ME5XX TL1000 ⁴ | 3 year hardware only; Limited | ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR or NBD ProSupport Plus 8HR/MC (Brazil only) | MD24 series: Cables and cords, hard drives, SSDs, controller cards ME50XX series: Cables and cords, hard drives, controller cards, Power Source, SSD, Fans ME52XX series: Cables and cords, hard drives, SSDs, Power Source TL1000: Cables and cords, Chassis kits (Inc. drive, magazine, and PSU), tape backup unit drive (TBU) |
| ProSphere Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Basic | None |
| SRDF Family Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| Storage Resource Management Suite | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| Symmetrix Optimizer Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| Symmetrix VMAX 10K/40K Enginuity (operating environment software) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| Symmetrix VMAX, VMAX 10K/40K Family Equipment ⁴ | 3 years; ProSupport 4HR (Space Drive Replenishment Process required on Systems entitled with Post Standard Support during the active coverage period). | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| Symmetrix VMAX3 100K/200K/400K Family Equipment ⁴ | 3 years; ProSupport 4HR (Space Drive Replenishment Process required on Systems entitled with Post Standard Support during the active coverage period). | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| Symmetrix VMAX3 100K/200K/400K HyperMax OS (Operating Environment Software) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| Telestream Flip Factory (Vantage) Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced Basic | None |

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| <p>Unity All Flash Family Equipment ⁴ Unity 350F Unity 450F Unity 550F Unity 650F Unity XT 380F Unity XT 480F Unity XT 680F Unity XT 880F</p> | <p>3 year, hardware only; Limited Software (Unity OE) – see below</p> | <p>Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR (XT Platforms Only) ProSupport One for Data Center NBD</p> | <p>Drives, power supply, I/O card, storage processor, cables, memory, link control card, SSD, fan, SFP</p> |
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| Product | Standard Warranty | Available Support Options | Designated Customer-Replaceable Units (CRUs) ³ |
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| Unity Hybrid Family Equipment ⁴ Unity 300 Unity 400 Unity 500 Unity 600 Unity XT 380 Unity XT 480 Unity XT 680 Unity XT 880 | 3 year, hardware only; Limited Software (Unity OE) – see below | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD ProSupport One for Data Center 4HR (XT Platforms Only) ProSupport One for Data Center NBD | Drives, power supply, I/O card, storage processor, cables, memory, link control card, SSD, fan, SFP |
| UnityVSA Professional Edition | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Enhanced ProSupport 4HR or NBD | None |
| Unity OE (Operating Environment Software) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | None |
| Unity (optional software products) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR | None |
| ViPR | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| ViPR SRM | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| VMAX All Flash Family Equipment ⁴ VMAX 250F, FX; VMAX 450F, FX; VMAX 850F, FX; VMAX 950F, FX | 1 year; Limited | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| VMAX 10K File ⁴ | 3 years, Premium | Premium | None |
| VMAX NAS Gateway with VNX VG10 or VNX VG50 Data Movers ⁴ | 3 years, Enhanced | Premium Enhanced | Power supply, UltraFlex I/O module, SFP, management module |
| VNX CA ⁴ | 3 years, ProSupport 4HR | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | Disks, power supply, fan assembly, SFP, link control card, UltraFlex I/O module, management module |
| VNX F ⁴ | 1 year, hardware only; Limited Software (VNX OE) – see below | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | Disks, power supply, fan assembly, SFP, link control card, UltraFlex I/O module, management module |
| VNX OE (Operating Environment Software) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR | None |
| VNX (Optional Software Products) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR | None |
| VNX VG2 ⁴ VNX VG8 ⁴ VNX VG10 ⁴ VNX VG50 ⁴ | 3 years, Enhanced | Premium Enhanced | Power supply, UltraFlex I/O module, SFP, management module |
| VNX5200 ⁴ VNX5400 ⁴ VNX5600 ⁴ VNX5800 ⁴ VNX7600 ⁴ VNX8000 ⁴ | 3 years, ProSupport 4HR | Premium Enhanced ProSupport Plus 4HR/MC ProSupport 4HR or NBD | Drive, power supply, fan assembly, SFP transceiver, link control card, UltraFlex I/O module, management module |
| VNXe OE ⁴ (Operating Environment Software) | No longer available for sale; maintenance only | None | None |

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|-----------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------|------|
| VNXe (Optional Software products) | No longer available for sale; maintenance only | None | None |
| VPLEX All Flash Family Equipment ⁴ | 3 years, hardware only; Limited Software (VPLEX OE) – see below | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| VPLEX Family Equipment ⁴ | 3 years, hardware only; ProSupport 4HR Software (VPLEX OE) – see below | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |

| Product | Standard Warranty | Available Support Options | Designated Customer-Replaceable Units (CRUs) ³ |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------|
| VPLEX OE (Operating Environment Software) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| XtremIO Equipment ⁴ | 1 year; Limited | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| XtremIO Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium ProSupport Plus 4HR/MC ProSupport 4HR | None |
| XtremSW Suite | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium Enhanced | None |
| Dell Lightning File System | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport ProSupport Plus | None |
| z/OS Storage Manager Software | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Premium | None |

Other Software Products

| Product | Standard Warranty | Available Support Options | Designated Customer-Replaceable Units (CRUs) ³ |
|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------------------------------|
| Dell BSAFE | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Basic | No CRUs. Included - Rights to new Software Releases. |
| Software (all other Dell Technologies Software products not listed separately in this table) | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | Basic | None |
| Streaming Data Platform Subscription | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC | None |
| Streaming Data Platform TLA | 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option | ProSupport Plus 4HR/MC ProSupport 4HR | None |

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