EMC PRODUCT WARRANTY AND MAINTENANCE TABLE

The table below sets forth EMC® 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 EMC 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."

EMC 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.

Additional information about available Support 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 EMC's 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. EMC warranty terms apply equally to all components. For information on EMC's recycling and sustainability efforts please click here.

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)[*]
AlphaStor Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
ApplicationXtender Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
AppSync	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	None
Atmos Equipment	3 years; ProSupport	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	None
Atmos Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1] ProSupport Plus, ProSupport Mission Critical, ProSupport	None
Autograph Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Automated Failover Manager (AFM) Software	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
AutoStart Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
AutoSwap Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
AVALONidm Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None

EMC²®

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)[*]
Avamar Data Store	2 years; ProSupport	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	Power supply, disk drives
Avamar Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	None
Backup Manager for SharePoint Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Blade Logic Brand Software	No longer available for sale; maintenance only	Premium, Enhanced	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
Celerra NS-120 and NS-480 Equipment	3 years; Enhanced	Premium, Enhanced	Power/cooling module (in processor enclosures), blade, management I/O module (in Storage Processor enclosure), SFP, standby power supply, and disk
Celerra NS20 Equipment	3 years; Enhanced	Premium, Enhanced	Power/cooling module (in processor enclosures), SFP module, disk
Celerra NS-960 and NS-G8 Equipment	3 years; Enhanced	Premium, Enhanced	SFP, X-Blade enclosure power supply, X-Blade enclosure fan, Storage Processor enclosure power supply, Storage Processor enclosure fan, and disk
Celerra NS-G2 Equipment	3 years; Enhanced	Premium, Enhanced	Power/cooling Module (in Processor Enclosures), fan blade, SFP, and disk
Celerra NX4 equipment	3 years; Enhanced	Premium, Enhanced	Power/cooling module (in processor enclosures, and in disk array enclosures), blade, Storage Processor (SP), SP DIMM memory, SP I/O module, SFP, standby Power supply, link control card, and disk
Celerra NX4 Core software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Not Applicable
Celerra VG2 and VG8 Equipment	3 years; Enhanced	Premium, Enhanced	Power/Cooling Module, SFP, UltraFlex I/O Module, Management Module
Centera Family Equipment	2 years, Enhanced	Premium, Enhanced	With Enhanced support option, Customer is responsible for resetting of modems and nodes
Centera Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
CLARiiON AX4 series equipment	3 years; Enhanced	Premium, Enhanced ,	All AX4-5 replacement parts are CRUs except for the chassis/midplane; Installation of AX4 Core software and system-based software releases
CLARiiON AX4 software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced,	Not Applicable
CLARiiON CX4-series Equipment	No longer available for sale; maintenance only	Premium, Enhanced	Power supply, cooling units, small form factor pluggable transceivers, disk drives per approval of Disk Replacement Utility (DRU) tool, DAE power supply, LCC; Installation of CX4-Series Core software and system-based software releases

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
CloudArray Software (Appliance and Virtual Edition)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
CloudArray Appliance Equipment	1 year; Limited	Premium[1], ProSupport Plus, ProSupport Mission Critical	Disk Drives, Power Supply
CloudBoost Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced	None
CloudBoost Equipment	1 year (equipment only); Limited	Enhanced	Power Supply, disk drives, ES30, external fans, bezels, cables and rails
CloudLink Secure VM	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
Cloud Tiering Appliance (CTA) Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	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
Cloud Tiering Appliance (CTA) Equipment	1 year; Enhanced	Premium, Enhanced	Disk Drives, Power Supply
Connectrix Family of Directors	3 years; ProSupport	Enhanced[1], Premium[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	Power supplies, fans, optics, cables
Connectrix Family of Switches (except Connectrix devices listed below)	3 years; ProSupport	Enhanced[1], Premium[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	Power supplies, fans, SFP, cables and the complete switch when applicable
Connectrix Manager Software including CMDCE, CMCNE, Cisco Fabric Manager and Data Center Network Manager	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus ProSupport Mission Critical	None
Connectrix MP-7800B, MP-7840B	3 years; ProSupport Mission Critical	Premium[1], ProSupport Plus ProSupport Mission Critical	Power supplies, fans, SFP and cables
CopyPoint Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Data Domain Software	90 day; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium** [1], Enhanced** [1], ProSupport Plus** ProSupport Mission Critical** ProSupport**	None
Data Domain System	1 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** [1], Enhanced** [1], ProSupport Plus**·*·, ProSupport Mission Critical**·, ProSupport**	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[1], Enhanced [1]·, ProSupport Plus, ProSupport Mission Critical, ProSupport	None
DatabaseXtender Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Disk Library DL1500, DL3000, and 3D 4000 Family Equipment	3 years; Enhanced	Premium, Enhanced	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
Disk Library Family Equipment (except for DL1500, DL3000, and 3D 4000)	2 years; Premium	Premium	None
Disk Library for Mainframe, DLm8000/6000/2000/1000, DLm8100 w/VMAX, DLm8100 w/VNX/DD, DLm2100 w/DD DLm2100 w/VNX	2 years; ProSupport Mission Critical 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[1], ProSupport Plus ProSupport Mission Critical for DLm8100 w/VMAX, DLm8100 w/VNX/DD, DLm2100 w/DD, DLm2100 w/VNX	None
DiskXtender Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Documentum Family Software (except ApplicationXtender)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
DSSD D5	1 year; Limited	Premium	None
ECS Appliance Equipment	Equipment: 1 year; Limited	Premium** [1], Enhanced** [1], ProSupport Plus**, ProSupport Mission Critical**, ProSupport**	None
ECS Appliance Software	90 days; defective media replacement. Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	None
Enterprise Hybrid Cloud Platform Software for VxRail	90 days; defective media replacement. Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Mission Critical	None
eRoom Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
File Management Appliance Equipment	1 year; Enhanced	Premium, Enhanced	Disk drives, power supplies
File Management Appliance Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Geographically Dispersed Disaster Restart Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Greenplum Data Computing Appliance (DCA)	1 year hardware only; Limited	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
Greenplum Data Integration Accelerator (DIA)	1 Year hardware only; Limited 90 days for software in the DIA; defective media replacement Support for software during warranty available with the purchase of a maintenance support option	Premium (covers both hardware and software portion of the DIA)	None
Greenplum DCA OE (operating environment Software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical,	None
Greenplum Family Standalone Production Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
HomeBase Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced	None
InfoMover	90 days; defective media replacement	Premium	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)[*]
	Support during warranty available with purchase of a maintenance support option		
Ionix ControlCenter Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Mission Critical ProSupport Plus	None
Ionix Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Basic, ProSupport Mission Critical ProSupport Plus	None
Ionix for IT Operations Intelligence (formerly Smarts)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Basic, ProSupport Mission Critical, ProSupport Plus	None
Ionix Network Configuration Manager (formerly Voyence)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Basic, ProSupport Mission Critical, ProSupport Plus	None
Isilon Family Equipment	1 year hardware only; Limited	Premium** [1], Enhanced** [1], ProSupport Plus**, ProSupport Mission Critical**, ProSupport**	Power supplies, power cables, NVRAM batteries, Hard Disks, Rail kits, IB switches, IB cables, faceplates
Isilon Family Software	90 day; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium** [1], Enhanced** [1], ProSupport Plus**, ProSupport Mission Critical**, ProSupport**	None
IT Compliance Analyzer Application Edition Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Basic, ProSupport Plus**, ProSupport Mission Critical**	None
IT Performance Reporter Network Edition Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Basic, ProSupport Plus**, ProSupport Mission Critical**	None
IT Process Centre Request Management Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Basic, ProSupport Plus**, ProSupport Mission Critical**	None
Mainframe Disk Library (MDL) Equipment	I year; Basic	Premium, Enhanced, Basic	Disk drives, power supplies
Mainframe Disk Library (MDL) Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
MirrorView Software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Navisphere Family Software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	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[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	None
Open Migrator/LM Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Open Replicator For Symmetrix Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
PowerExchange PWX Connector to Greenplum	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
PowerPath Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
ProSphere Software	90 days; defective media replacement	Premium, Basic	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)[*]
	Support during warranty available with purchase of a maintenance support option		
ProtectPoint Software	90 day; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
Rainfinity Appliance Equipment	1 year; Enhanced	Premium (applies only to qualifying models specified by EMC in the maintenance quote), Enhanced	Disk drives and power supply
Rainfinity Appliance Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium (applies only to qualifying models specified by EMC in the maintenance quote), Enhanced	
RecoverPoint Equipment	3 years; ProSupport Mission Critical	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
RecoverPoint Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
Replication Manager Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
RepliStor Software	No longer available for sale; maintenance only	Premium, Enhanced	None
SAN Copy Software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
ScaleIO Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1], Basic, ProSupport Plus, ProSupport Mission Critical, ProSupport	None
ScaleIO Ready Node	1 year, hardware only; Limited	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical	None
SnapView Software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Software (all other EMC 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
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	None
SRDF Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
Storage Analytics Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	None
Storage Resource Management Suite	90 days; defective media replacement	Premium[1], ProSupport Plus,	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
	Support during warranty available with purchase of a maintenance support option	ProSupport Mission Critical	
Symmetrix DMX Enginuity (operating environment software)	3 years; Premium	Premium	None
Symmetrix DMX Family Equipment (excluding Symmetrix VMAX)	3 years; Premium	Premium	None
Symmetrix Management Console Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Symmetrix Manager Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Symmetrix Optimizer Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
Symmetrix VMAX, VMAXe, VMAX 10K/20K/40K Enginuity (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
Symmetrix VMAX, VMAXe, VMAX 10K/20K/40K Family Equipment	3 years; ProSupport Mission Critical	Premium[1], ProSupport Plus, ProSupport Mission Critical	Disk drives
Symmetrix VMAX3 100K/200K/400K Family Equipment	3 years; ProSupport Mission Critical	Premium[1], ProSupport Plus, ProSupport Mission Critical	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[1], ProSupport Plus, ProSupport Mission Critical	None
Telestream Flip Factory Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
TimeFinder Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
Unity All Flash Family Equipment Unity 300F Unity 400F Unity 500F Unity 600F	1 year, hardware only; Limited Software (Unity OE) – see below	Premium** [1], Enhanced** ,[1] ProSupport Plus**, ProSupport Mission Critical**, ProSupport**	Drives, power supply, I/O card, storage processor, cables, memory, link control card, SSD, fan, SFP
Unity Hybrid Family Equipment Unity 300 Unity 400 Unity 500 Unity 600	1 year, hardware only; Limited Software (Unity OE) – see below	Premium** [1], Enhanced** [1], ProSupport Plus**, ProSupport Mission Critical**, ProSupport**	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[1], ProSupport	None
Unity OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium** [1], Enhanced** [1], ProSupport Plus**, ProSupport Mission Critical**, ProSupport**	None
Unity optional software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
VFCache	3 years; Enhanced	Premium, Enhanced	VFCache PCIe card
ViPR	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport, ProSupport Mission Critical	None
ViPR SRM	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport, ProSupport Mission Critical	None
VMAX All Flash Family Equipment VMAX 250F, FX; VMAX 450F, FX; VMAX 850F, FX; VMAX 950F, FX	1 year; Limited	Premium** [1], ProSupport**, ProSupport Mission Critical**, ProSupport Plus**	None
VMAX 10K File	3 years, Premium	Premium	Disk drives
VMAX NAS Gateway with VNX VG10 or VNX VG50 Data Movers	3 years, Enhanced	Premium, Enhanced	Power supply, UltraFlex I/O module, SFP, management module
VNX CA	3 years, ProSupport	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	Disks, power supply, fan assembly, SFP, link control card, UltraFlex I/O module, management module
VNX F	1 year, hardware only; Limited Software (VNX OE) – see below	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	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[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	None
VNX optional Software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	None
VNX VG2 VNX VG8 VNX VG10 VNX VG50	3 years, Enhanced	Premium, Enhanced	Power supply, UltraFlex I/O module, SFP, management module
VNX5100	3 years, ProSupport	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	Disks, power supply, standby power supply, SFP, link control card
VNX5150	3 years, Basic	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	Disks, power supply, standby power supply, SFP, link control card
VNX5200 VNX5400 VNX5600 VNX5800 VNX7600 VNX8000	3 years, ProSupport	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	Drive, power supply, fan assembly, SFP transceiver, link control card, UltraFlex I/O module, management module
VNX5300 VNX5500 VNX5700 VNX7500	3 years, ProSupport	Premium[1], Enhanced[1], ProSupport Plus, ProSupport Mission Critical, ProSupport	Disks, power supply, standby power supply, SFP, link control card, UltraFlex I/O module, management module

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
VNXe OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1], ProSupport Mission Critical, ProSupport (VNXe3300) Premium[1], Enhanced[1], Basic, ProSupport Mission Critical, ProSupport (VNXe3100, VNXe 3150 and VNXe3200)	None
VNXe optional Software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], Enhanced[1], ProSupport Mission Critical, ProSupport (VNXe3300) Premium[1], Enhanced[1], Basic, ProSupport Mission Critical, ProSupport (VNXe3100, VNXe 3150 and VNXe3200)	None
VNXe1600, VNXe3100, VNXe3150 and VNXe3200	3 years, Basic	Premium[1], Enhanced[1], Basic, ProSupport Mission Critical, ProSupport	Disk, power supplies (DAE and DPE), I/O card, storage processor, AC/Fibre cables, memory, link control cards (LCC), and SSD
VNXe3300	3 years, ProSupport	Premium[1], Enhanced[1], ProSupport Mission Critical, ProSupport	Disk, power supplies (DAE and DPE), I/O card, storage processor, AC/Fibre cables, memory, link control cards (LCC), and SSD
VNX-VSS OE (operating environment software for VNX-VSS)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced[1], Basic, ProSupport	None
VNX-VSS100	1 year, Limited	Enhanced[1], Basic, ProSupport	Disks, power supply, standby power supply, SFP, link control card, UltraFlex I/O module
VPLEX All Flash Family Equipment	3 years, hardware only; Limited Software (VPLEX OE) – see below	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
VPLEX Family Equipment	3 years, hardware only; ProSupport Mission Critical Software (VPLEX OE) – see below	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
VPLEX OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus, ProSupport Mission Critical	None
VSPEX BLUE	1 year, hardware only; Limited	Premium, Enhanced, Basic	Power supply
VxRack Node	1 year; Limited	Premium[1], Enhanced[1], ProSupport Mission Critical, ProSupport	None
VxRail	1 year, hardware only; Limited	Premium[1], Enhanced[1], ProSupport Mission Critical, ProSupport	Disks, power supply
Watch4Net	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None
Woodwing Smart Connection Enterprise Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
xPression Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
XtremIO Equipment	1 year; Limited	Premium** [1], ProSupport Plus**, ProSupport Mission Critical**	None
XtremIO SW Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium[1], ProSupport Plus**, ProSupport Mission Critical**	None

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
XtremSF	3 years or maximum endurance reached, whichever occurs first; Basic. Replacement of server flash PCIE cards that have reached their maximum endurance is not included. Contact EMC or an authorized EMC partner to purchase a replacement when maximum endurance has been reached. Refer to the XtremSF user guide for additional information regarding maximum endurance.	Premium, Enhanced, Basic	XtremSF PCIe card
XtremSW Cache	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
XtremSW Suite	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
z/OS Storage Manager Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None

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

** Additional service features are included as part of a purchase of a renewal of an Enhanced, Premium, ProSupport, ProSupport Mission Critical and ProSupport Plus Support Option maintenance contract after May 31, 2018 for this Product; provided, that Customer has activated and maintains the currently supported version(s) of ESRS software 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.

[1] Enhanced and/or Premium Support Option, as applicable, is only available as part of a purchase of a renewal of an existing Enhanced and/or Premium Support Option maintenance contract.

EMC²