



# EMC LIMITED WARRANTY

The following chart lists the service features of Limited Warranty provided under EMC's standard warranty and/or maintenance terms.

Limited Warranty is available for EMC<sup>®</sup> Equipment which is identified on [the EMC Product Warranty and Maintenance Table](#) as including Limited Warranty during the applicable warranty period.

| SERVICE FEATURE                           | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                    | LIMITED SUPPORT—COVERAGE DETAILS                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>GLOBAL TECHNICAL SUPPORT</b>           | <p>Customer may contact EMC by telephone or web interface on a 24X7 basis to report an Equipment or Software problem and provide input for initial assessment of Severity Level*.</p> <p>EMC provides (i) a response by remote means based on the Severity Level of the problem; or, (ii) when deemed necessary by EMC Onsite Response as described below.</p> | <p>Included for Equipment only. Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity Level 1: Two local business hours; on a 9x5 basis<br/>Severity Level 2: Four local business hours; on a 9x5 basis<br/>Severity Level 3: Eight local business hours; on a 9x5 basis<br/>Severity Level 4: 12 local business hours; on a 9x5 basis</p>                  |
| <b>ONSITE RESPONSE</b>                    | <p>EMC sends authorized personnel to installation site to work on the problem after EMC has isolated the problem and deemed Onsite Response necessary.</p>                                                                                                                                                                                                     | <p>Not included.</p> <p>Available for purchase under EMC's then-current, standard time and materials terms, conditions, and pricing.</p>                                                                                                                                                                                                                                                                                                         |
| <b>REPLACEMENT PARTS DELIVERY</b>         | <p>EMC provides replacement parts when deemed necessary by EMC.</p>                                                                                                                                                                                                                                                                                            | <p>Included.</p> <p>Replacement parts will be shipped to Customer for next local business day delivery of replacement parts.</p> <p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts.</p> <p>Installation of all replacement parts is the responsibility of the Customer.</p> <p>Customer is responsible for returning all replaced parts to a facility designated by EMC.</p> |
| <b>RIGHTS TO NEW RELEASES OF SOFTWARE</b> | <p>EMC provides the rights to new Software Releases as made generally available by EMC</p>                                                                                                                                                                                                                                                                     | <p>Not included.</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |

|                                            |                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                            |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>INSTALLATION OF SOFTWARE RELEASES</b>   | EMC will perform the installation of new Software Releases.                                                                                                                                                                                    | Not included.<br><br>Customer will perform the installation of new Software Releases (including, Software that is not classified by EMC as Equipment operating environment Software as well as Software which EMC determines is Equipment operating environment Software). |
| <b>24X7 REMOTE MONITORING AND REPAIR</b>   | Certain EMC products will automatically and independently contact EMC to provide input to assist EMC in problem determination.<br><br>EMC will remotely access products if necessary for additional diagnostics and to provide remote support. | Not included.                                                                                                                                                                                                                                                              |
| <b>24X7 ACCESS TO ONLINE SUPPORT TOOLS</b> | Customers who have properly registered have access on a 24x7 basis to EMC's web-based knowledge and self-help customer support tools via the EMC Online Support site.                                                                          | Included.                                                                                                                                                                                                                                                                  |

\*Severity Levels:

- **Severity 1—Critical:** a severe problem preventing customer or workgroup from performing critical business functions.
- **Severity 2—High:** the customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- **Severity 3—Medium:** the customer or workgroup performance of job function is largely unaffected.
- **Severity 4—Request:** minimal system impact; includes feature requests and other non-critical questions.

\*Service hours and local country shipment cut-off time of replacement parts delivery

- Hours of Services: from 9 am to 6 pm from Monday to Friday except the national holidays and the year-end and new year holidays (from December 30 to January 3).
- Local country shipment cut-off time for replacement parts delivery: 5 pm on the business day.

The warranty periods and support options (“EMC Support Information”) on this website apply (i) only between EMC and those organizations that procure the applicable products and/or maintenance under a contract directly with EMC (the “EMC Customer”); and (ii) only to those products or support options ordered by the EMC Customer at the time that the EMC Support Information is current. EMC may change the EMC Support Information at any time. The EMC Customer will be notified of any change in the EMC Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between EMC and the EMC Customer, but any such change shall not apply to products or support options ordered by the EMC Customer prior to the date of such change. In addition, this support option service may not be available in remote islands and some areas.

EMC will have no obligation to provide Support Services with respect to Equipment that is outside the EMC Service Area. "EMC Service Area" means a location that is within (i) a one hundred (100) drivable miles radius of an EMC service location; and (ii) the same country as the EMC service location, unless otherwise defined in your governing agreement with EMC, in which case the definition in the governing agreement prevails.

Products or services obtained from any EMC reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the EMC Support Information on this website. The reseller may make arrangements with EMC to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Please contact the reseller or the local EMC sales representative for additional information on EMC's performance of warranty and maintenance services on Products obtained from a reseller.

## CONTACT US

To learn more, contact your local representative or authorized reseller.



Copyright © 2010-2017 Dell Inc. or its subsidiaries. All Rights Reserved. Dell, EMC, Dell EMC and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be the property of their respective owners. Published in the USA.

H7358.7-J

EMC Corporation believes the information in this document is accurate as of its publication date. The information is subject to change without notice.

Rev. June 16, 2017