

Instructions for receiving Warranty Support for Cisco Products Purchased from IBM or IBM Business Partners

Warranty Support

The warranties contained in this document are made solely by and on behalf of Cisco and its subsidiary companies. The warranties will be fulfilled through the Cisco authorized warranty provider designated below, which may be subject to change. This warranty applies only to Cisco MDS 9000 Storage Products sold by Cisco or one of Cisco's affiliates to IBM, or an IBM affiliate for resale by IBM or IBM Business Partners (collectively, the "Resellers").

Cisco's Authorized Warranty Provider for this Product: IBM Global Services

For all warranty related support, please contact your authorized warranty provider. The levels of support provided by your warranty provider are described in the warranty terms.

In the United States: 1-800-IBM-SERV

Outside of the United States: See <http://www.cisco.com/go/ibm/warranty> to locate the phone number of the support center for your country.

Complete the form below and have the information available when placing a support call.

Machine Type	#2062 for all Storage Products (except as otherwise identified)
	#2061 for the Port Analyzer Adapter and 9120 and 9140 Cisco Storage Products
Serial Number	
Model number	
Contact name	
Contact telephone number	
Address of hardware location	

If you require additional instructions and information for support, please visit the warranty information website: <http://www.cisco.com/go/ibm/warranty>.

Post Warranty Support

Maintenance services information can be found at <http://www.cisco.com/go/ibm/warranty>.

Cisco One-Year Enhanced Warranty Terms

The following are terms and entitlements for your Cisco Storage Product when purchased from Resellers as defined above. ***The terms and entitlements do not apply to any non-Cisco product or software.*** These terms are in addition to the terms of the Cisco limited warranty, and supersede any conflicting terms, stated in the *Cisco Information Packet* that accompanies your Cisco Storage Product.

Warranty Support for Port Analyzer Adapter and 9120 and 9140 Cisco Storage Products (IBM Machine Type Models 2061-0xx, 2061-020 and 2061-040)

Technical Assistance

Term: One (1) Year, commencing from the date of installation (but in no event commencing more than thirty (30) days after the original shipment date by Cisco).

Level of Support: Twenty-four (24) hours per day, seven (7) days a week access to a technical assistance center. A technical assistance center representative of your Authorized Warranty Support Provider will respond to you within one (1) hour for all Priority 1 and 2 calls (network down or severely degraded) and for lower priority calls received during Standard Business Hours. For lower priority calls received outside Standard Business Hours, a technical assistance center representative of your Authorized Warranty Support Provider will respond no later than the next business day. Standard Business Hours are between 9:00 a.m. and 5:00 p.m., local time, Monday through Friday, excluding public or national holidays.

Hardware

Term: One (1) Year, commencing from the date of installation (but in no event commencing more than thirty (30) days after the original shipment date by Cisco).

Level of Support: Where available, eight (8) hours per day, five (5) days per week advance replacement of hardware shipping on the Next Business Day, Monday through Friday (excluding public or national holidays) provided the request is made prior to 3 p.m., local time, otherwise support will be provided the following business day (2nd business day for calls placed after 3 p.m.) and commencing upon problem diagnosis and determination that parts replacement is required.

Hardware support will be provided on a commercially reasonable efforts basis.

Software

Term: One (1) Year, commencing from the date of installation (but in no event commencing more than thirty (30) days after the original shipment date by Cisco).

Level of Support: Provision of bug-fixes or updates for the software release supplied with the Storage Product where available, during the Post Warranty Support term. Software received during Warranty Support is licensed for use

only with the Cisco Storage Product covered by Warranty Support and is subject to the terms and conditions of the software license provided with the purchase of the Cisco Storage Product. After upgrading to a new release of the Software, you agree to discontinue use of any previous release.

Warranty Support for all other MDS 9000 series Cisco Storage Products

Technical Assistance

Term: One (1) Year, commencing from the date of installation (but in no event commencing more than thirty (30) days after the original shipment date by Cisco).

Level of Support: Twenty-four (24) hours per day, seven (7) days a week access to a technical assistance center. A technical assistance center representative of your Authorized Warranty Provider will respond to you within one (1) hour for all Priority 1 and 2 calls (network down or severely degraded) and for lower priority calls received during Standard Business Hours. For lower priority calls received outside Standard Business Hours, a technical assistance center representative of your Authorized Warranty Provider will respond no later than the next business day. Standard Business Hours are between 9:00 a.m. and 5:00 p.m., local time, Monday through Friday, excluding public or national holidays.

Hardware

Term: One (1) Year, commencing from the date of installation (but in no event commencing more than thirty (30) days after the original shipment date by Cisco).

Level of Support: Where available, twenty-four (24) hours per day, seven (7) days a week on-site advance replacement of hardware within four (4) hours commencing upon problem diagnosis and determination that remedial on-site service is required and ending when the service personnel arrives on-site, during the warranty term for all Cisco Storage Products with IBM Machine Type 2062.

Hardware Support Restrictions: Availability of the 24x7x4 onsite level of support is restricted to within fifty (50) miles of an Authorized Warranty Provider's service location and one hundred (100) miles of a parts' depot (in the U.S.) and seventy-five (75) kilometers (outside the U.S.) of an Authorized Warranty Provider's service location. The 24x7x4 advance replacement of hardware in this warranty is not available for hardware cabinetry or chassis over 50 lbs (23 kg) or 6 feet (2 meters) or consumables (cables, blower assemblies, power cord, mounting hardware, etc). In those instances where the hardware warranty support is outside the distance limitation specified above, or where the hardware warranty support level is identified as next business day support, on-site advance replacement of hardware will be provided on the next business day, provided the request is made prior to 3 p.m., local time, otherwise support will be provided the following business

day (2nd business day for calls placed after 3 p.m.). The Authorized Warranty Provider will require thirty (30) days advanced written notification that the Product has moved to a new location before 24x7x4 onsite levels of support are available, subject always to availability.

Hardware support will be provided on a commercially reasonable efforts basis.

Software

Term: One (1) Year, commencing from the date of installation (but in no event commencing more than thirty (30) days after the original shipment date by Cisco).

Level of Support: Provision of bug-fixes or updates for the software release supplied with the Storage Product where available, during the warranty term. Software received during Warranty Support is licensed for use only with the Cisco Storage Product covered by Warranty Support and is subject to the terms and conditions of the software license provided with the purchase of the Cisco Storage Product. After upgrading to a new release of the Software, you agree to discontinue use of any previous release.

Remedies and Liability

CISCO'S ENTIRE LIABILITY AND YOUR EXCLUSIVE REMEDY FOR CISCO'S BREACH OF THIS WARRANTY AND/OR THE WARRANTY STATED IN THE *CISCO INFORMATION PACKET* THAT ACCOMPANIES YOUR CISCO STORAGE PRODUCT WILL BE EITHER THE SHIPMENT OF A REPLACEMENT PART(S) OR A REFUND OF THE PURCHASE PRICE OF THE CISCO STORAGE PRODUCT AT CISCO'S OPTION. CISCO'S LIABILITY HEREUNDER FOR ANY OTHER LOSS OR DAMAGE SHALL BE LIMITED TO THE LIST PRICE OF THE CISCO STORAGE PRODUCT. IN NO EVENT SHALL CISCO BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT OR SPECIAL DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION LOSS OF BUSINESS PROFITS, INCOME OR DATA EVEN IF CISCO HAS BEEN INFORMED OF THE POSSIBILITY THEREOF. Cisco replacement parts, used in hardware repair, may be new or equivalent to new. Cisco's obligations hereunder are conditioned upon the returned of affected hardware, in accordance with Cisco's then-current Return Material Authorization (RMA) procedures set out at Cisco.com.

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