

SL500
PRODUCT LIMITED WARRANTY
(48 Contiguous United States ONLY)
Effective Date: October 11, 2004

- **Warranty.** StorageTek warrants to the original End User that the SL500 products, model numbers SL500 SL50-001, SL50-002 & SL50-003 purchased by the End User directly from StorageTek or an authorized StorageTek reseller (the "Hardware Product") will be free from defects in material and workmanship and will substantially conform to their published specifications during the warranty period. No separate warranty is provided for software, including microcode, embedded in or included with the Hardware Product that is not separately identified as a Software Product. The warranty for Software Products is as stated in the StorageTek Limited Warranty Terms document located at <http://www.storagetek.com/warranties/> (together with any Product Limited Warranty document specific to such Software Product). Any warranty with regard to the tape media purchased from StorageTek and used in the Hardware Product is set forth on the packaging for such tape media. The sole and exclusive remedy available to the End User, and other terms of this Product Limited Warranty, are set forth in StorageTek's Limited Warranty Terms document located at <http://www.storagetek.com/warranties/>.
- **Warranty Period.** The warranty period for this Hardware Product is 12 months ("Warranty Period") from the date of installation of the Hardware Product by StorageTek or a StorageTek-authorized installation provider.
- **Warranty Service.** During the Warranty Period, the level of warranty service for the Hardware Product is StorageTek's 5x9 Next Day Service Level, Monday, through Friday, 8:00 a.m. to 5:00 p.m. (local time) excluding StorageTek recognized holidays ("Warranty Service"), as described on the StorageTek TekCare™ website at http://www.storagetek.com/prodserv/services/support_services.htm. This Warranty Service is provided only if the Hardware Product is installed within a StorageTek serviceable area. StorageTek serviceable areas are available from a StorageTek account representative or are listed at <http://www.storagetek.com/prodserv/services/serviceablecities.htm>.
- **Media Usage.** The tape storage media (tape cartridge) used in a tape drive and/or automated tape system can have a significant impact on the overall performance of the tape drive and/or automated tape system. The following is StorageTek's policy regarding tape storage media:
 - 1) StorageTek warrants tape storage media that is branded StorageTek.
 - 2) The Customer is responsible for all expenses and costs related to the repair or replacement of hardware damaged by non-StorageTek branded tape storage media.
 - 3) The customer may be billed for any service provided by StorageTek resulting from or related to problems caused by non-StorageTek branded tape storage media.
- **Service Offerings.** StorageTek has several service offerings that may complement this warranty and better support the End User's needs. Please contact a StorageTek account representative or the reseller from whom the Hardware Product was purchased to learn more about these service offerings.