

**VIRTUAL STORAGE MANAGER ("VSM")
PRODUCT LIMITED WARRANTY**

(48 Contiguous United States ONLY)

Effective Date: March 10, 2003

- **Warranty.** StorageTek warrants to the original End User that the VSM product 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 its 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. Bundled with VSM is a License for one or more components of StorageTek's Nearline Control Solution ("NCS"), which is subject to the provisions of StorageTek's standard software license, which the End User must sign and which also includes warranty terms. 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). 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 twelve (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 Elite 24x7 same day service level, 24 hours a day, every day of the year, 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>.