

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 Core Software. Any software, excluding Core Software, that is not specifically identified on this table is governed by the terms stated at 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.

Product	Standard Warranty Period and Support Option	Support Option Upgrade during Warranty Period	Initial Product Installation	Support Options during Maintenance Period	Customer-Performed Tasks 1	Designated Customer Replaceable Units (CRUs) 2
AlphaStor Software	90 days: defective media replacement Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
ApplicationXtender Family Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
Autograph Family Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Basic	Installation of subsequent Software Releases	None
AutoStart Family Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
AutoSwap Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
AVALONidm Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
Avamar Data Store	2 years; Enhanced	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Replacement of the designated CRUs	Power Supply, Disk Drives
Avamar Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Installation of subsequent Software Releases	None

Back-up Manager for SharePoint Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
Blade Logic Brand Software	No longer available for sale. Maintenance only.	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced,	Installation of subsequent Software Releases r	None
Captiva Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
Catalog Solution Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Celerra Family Equipment (excluding NS 20)	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Celerra NS20 Equipment	3 Years, Enhanced	Premium	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Replacement of designated CRUs. Installation of NS20 Core Software and system based Software Releases.	Power supplies, fans, Small Form-Factor Pluggable Transceivers and disk drives per approval of Disk Replacement Utility (DRU) tool
CLARiiON AX100 and AX150 Equipment	1 year; Basic	Enhanced	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Basic	Replacement of designated CRUs. Installation of AX100 and AX150 Core Software and system based Software Releases.	All components
CLARiiON AX100i, 150/150i-EMC Insignia Equipment	1 year; Basic	Enhanced	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Basic	Replacement of designated CRUs. Installation of AX100i and 150/AX150i Core Software and system based Software Releases.	All components
CLARiiON AX4 series Equipment	3 Years; Enhanced	Premium; includes initial platform installation	Installation not included without upgrade to Premium. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Replacement of designated CRUs. Installation of AX4 Core Software and system based Software Releases.	All components
CLARiiON CX200 Equipment	No longer available for sale. Maintenance only.	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
CLARiiON CX300 Equipment	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium, Enhanced	Replacement of designated CRUs.	Disk drives
CLARiiON CX400/600 Equipment	No longer available for sale. Maintenance only.	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
CLARiiON CX500/700 Equipment	No longer available for sale. Maintenance only.	Not Applicable	Performed by EMC and included in Product Purchase	Premium, Enhanced	Replacement of designated CRUs.	Disk drives
CLARiiON CX3-series Equipment	3 Years; Enhanced	Premium	Performed by EMC and included in Product Purchase	Premium, Enhanced	Replacement of designated CRUs. Installation of CX3-	Power supply, cooling units, Small Form Factor Pluggable

					Series Core Software and system based Software Releases.	Transceivers, disk drives per approval of Disk Replacement Utility (DRU) tool
CLARiiON FC45xx/4700/4700-2 Equipment	No longer available for sale. Maintenance only.	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Connectrix Family Equipment	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
CopyPoint software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
DatabaseXtender Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases r	None
DiskXtender Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
Documentum Family Software (except ApplicationXtender)	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
EmailXtender Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releasers	None
EMC Backup Advisor Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
EMC Centera Family Equipment	2 Years, Enhanced	Premium	Performed by EMC and included in Product Purchase	Premium, Enhanced	Resetting of modems and nodes	None
EMC ControlCenter Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option		Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
EMC Disk Library Family Equipment (except for DL3D-1500 and DL3D-3000)	2 years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
EMC Disk Library Family Equipment for DL3D-1500 and DL3D-3000	3 years; Enhanced	Premium	Performed by EMC and included in Product Purchase	Premium	Replacement of Designated CRUs	Disk Drives within the array only.
EMC Geographically Dispersed Disaster Restart Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
EMC IT Compliance Analyzer-Application Addition Equipment	No longer available for sale. Maintenance only.	Not Applicable	Installation not included. Performed by Customer or may be available for	Premium, Basic	Installation of subsequent Software Releases	None

			separate purchase			
EMC Rainfinity Appliance Equipment	1 year; Enhanced	Premium (applies only to qualifying models specified by EMC in the product quote)	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Premium (applies only to qualifying models specified by EMC in the maintenance quote)	Replacement of the designated CRUs Installation of subsequent Software Releases	Disk drives and power supply
EMC Rainfinity Appliance Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Premium (applies only to qualifying models specified by EMC in the maintenance quote)	Installation of subsequent Software Releases	
EMC Smarts Application Discovery Manager Appliance Equipment (nLayers)	1 year; Enhanced	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Installation of subsequent Software Releases	None
EMC Smarts Application Discovery Manager Appliance Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
EMC Smarts Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
EMC Voyence Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
eRoom software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
HomeBase Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Installation of subsequent Software Releases	None
InfoMover	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Informative Graphics Brava! WebKit Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
Invista Equipment	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
IT Compliance Analyzer Application Edition Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
IT Performance Reporter Network Edition Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None

	support option					
IT Process Centre Request Management Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
Kofax Ascent Capture Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Installation of subsequent Software Releases	None
MirrorView Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Navisphere Family Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
NetWin 110 Equipment	No longer available for sale. Maintenance only.	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Support level as identified at EMC Product Maintenance NetWin 110	Replacement of the designated CRU.	All components
NetWin 200 Equipment	No longer available for sale. Maintenance only.	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Support level as identified at EMC Product Maintenance NetWin 200	Replacement of the designated CRU.	All components
NetWorker Family Software (except for NetWorker Fast Start)	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced.	Installation of subsequent Software Releases	None
NetWorker Fast Start	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Basic	Installation of subsequent Software Releases	None
Open Migrator/LM Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Open Replicator For Symmetrix Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Performance Essential	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
PowerPath Family Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
RecoverPoint Software	90 days: defective media replacement - Support during warranty available with purchase	Not Applicable	Installation not included. Strongly recommended for separate purchase	Premium and includes installation of subsequent Software releases by EMC	None	None

	of a maintenance support option		by Customer from EMC			
RecoverPoint Equipment	1 year; Premium	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium	None	None
Replication Manager Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
RepliStor Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
SAN Copy Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
SnapView Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Software (Application, Enhanced Feature and/or Enterprise Storage Software , but excluding Core Software)not listed with its own warranty or maintenance Support Options on this table	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Basic	Installation of subsequent Software Releases	None
SRDF Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Symmetrix Family Equipment	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Symmetrix Management Console Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Symmetrix Manager Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Symmetrix Optimizer Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Telestream Flip Factory Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None

TeraSAM Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
TimeFinder Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
ViewPoint Software for SAP	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced,	Installation of subsequent Software Releases	None
VisualSRM Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
VSAM Assist Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Web Publisher Portlets Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
Woodwing Smart Connection Enterprise Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
X-Hive Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Basic	Installation of subsequent Software Releases	None
xPression Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Basic	Installation of subsequent Software Releases	None
z/OS Storage Manager Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None

1. Customer-Performed Tasks:

Customer-Performed Tasks are product support tasks that Customer is authorized by EMC to perform and will not be performed by EMC as part of the Product warranty or maintenance. EMC will provide diagnostic tools and documentation to enable Customer to perform replacement of designated CRUs and other service tasks.

2. Customer Replaceable Units (CRUs):

CRUs are specific assemblies, components or individual parts of designated EMC equipment that Customer is authorized by EMC to self-replace. In the event of a failure or technical issue, 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.

EMC², EMC, EMC ControlCenter, AlphaStor, ApplicationXtender, Avamar, Captiva, Catalog Solution, Celerra, Centera, CentraStar, CLARiiON, Connectrix, Dantz, DiskXtender, Documentum, EmailXtender, eRoom, Invista, Legato, Navisphere, nLayers, Powerlink, Rainfinity, RepliStor, Retrospect, Smarts, SnapView/IP, SRDF, Symmetrix, TimeFinder, VisualSAN, VSAM-Assist, where information lives and Xtender are registered trademarks and AutoStart, AutoSwap, AVALONidm, CopyCross, CopyPoint, DatabaseXtender,

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H4276.3
Rev. July 17, 2008