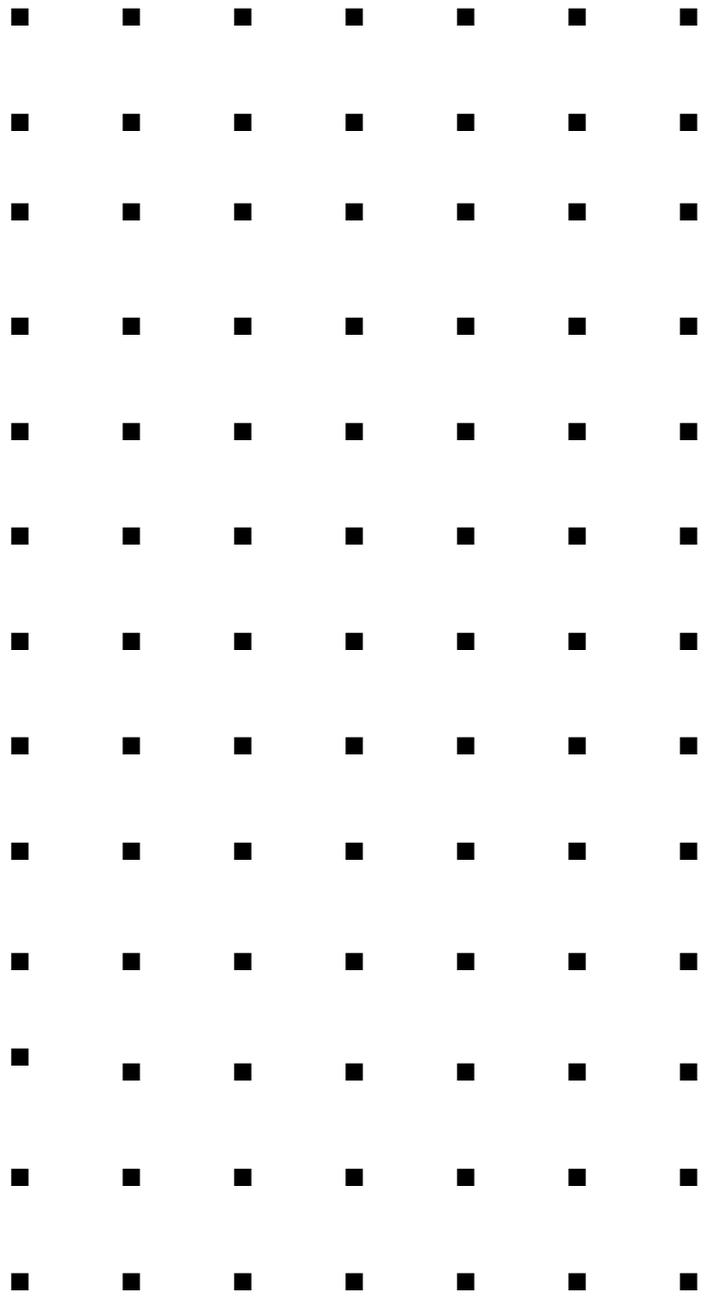


NEC

NECCare Platinum Service and Warranty Guide

NEC M120, 320 and 320F SAN



Proprietary Notice and Liability Disclaimer

The information disclosed in this document, including all designs and related materials, is the valuable property of NEC Corporation of America, (“NEC”) and/or its licensors.

NEC Corporation of America and/or its licensors, as appropriate, reserve all patent, copyright and other proprietary rights to this document, including all design, manufacturing, reproduction, use, and sales rights thereto, except to the extent said rights are expressly granted to others.

The NEC Corporation of America product(s) discussed in this document is warranted in accordance with the terms of the Limited Warranty Statement accompanying each product. However, actual performance of each product is dependent upon factors such as system configuration, customer data, and operator control. Since implementation by customers of each product may vary, the suitability of specific product configurations and applications must be determined by the customer and is not warranted by NEC Corporation of America to allow for design and specification improvements, the information in this document is subject to change at any time, without notice. Reproduction of this document or portions thereof without prior written approval of NEC Corporation of America is prohibited.

Trademarks

NECCare is a service mark of NEC Corporation of America.

NEC is a registered trademark of NEC Corporation and is used under license.

February © 2019

Copyright 1999 – 2019

NEC Corporation of America

10850 Gold Center Drive, Suite 200

Rancho Cordova, CA 95670

All Rights Reserved

Table of Contents

INTRODUCTION4

WARRANTY REGISTRATION4

PROGRAM HIGHLIGHTS.....4

REGISTERED LIMITED WARRANTY.....5

SUPPLEMENTAL FOR FEE PROFESSIONAL SERVICE OPTIONS.....6

WHO IS PROTECTED?.....7

WHAT IS COVERED AND WHAT IS NOT COVERED?.....7

WHAT NEC CORPORATION OF AMERICA WILL AND WILL NOT PAY FOR.....8

HOW YOU CAN GET WARRANTY SERVICE8

 On-Site Service.....9

 RMA (Return Material Authorization)9

LIMITATION OF DAMAGES AND IMPLIED WARRANTIES.....9

Introduction

NEC Corporation of America, “NEC”, offers one of the strongest warranty programs in the computer industry. This document will focus on the NECCare Platinum Warranty program for the NEC M120, 320 and 320F SANs.

Warranty Registration

For efficient service, register your system online at:

<http://www.NEC.com/registration>

Upon receipt of the registration information, your new NEC product will be registered for NECCare Service as well as providing you with product updates and program information.

Program Highlights

NEC’s Platinum NECCare Maintenance and Service Warranty Program offers you the following benefits:

- 3-Years Platinum¹ Hardware Warranty coverage.
- 3-Years Next Day, 24x7, 4-hour² Onsite support repair “Or” 3-Years Customer Replacement Units (CRU) parts replacement after phone diagnosis.
 - An authorized service technician will be dispatched to be on-site within 4-hours² if NEC Technical Support deems a technician is necessary following troubleshooting efforts between the Customer and NEC.
 - Replacement parts will also arrive within 4-hours² of problem diagnosis. Spare parts will be stored at a NEC authorized stocking location within a 50-mile radius of

¹ NEC will use commercially reasonable best efforts to provide Same Day 4-hour on-site service. NEC is not responsible for service calls missed outside the control of NEC. If your location is outside of a NEC authorized service coverage area, the response time may be longer and/or an additional travel charge may be assessed. Response times are objectives and not guarantees. In some cases, on-site service may not be available. All service response times are contingent upon parts availability. **Customer must be able to sign and receive parts as requested by NEC to meet 4-Hour, Same-day Service.**

² 6-hour on-site service may be available in certain locations where 4-hour onsite is not, subject to availability. All service response times are contingent upon parts availability. **6-hour SLA Customers must be able to sign and receive parts as requested to meet a 6-hour, Same-day Service.** NEC will use commercially reasonable best efforts to provide a Same Day 6-hour onsite service.

the customer installation address.

- The parts pool³ for Platinum Maintenance and Support are stocked after the receipt of Customers' purchase order by NEC. Lead-time is dependent on parts availability. NEC will inform Customer by email when parts are in place.
- Toll-free hardware technical support in the Continental US, Hawaii, Alaska and Canada.
- 24x7 Email Alert Monitoring
 - Must have access to access to active email application.
 - NEC Service Management software needs to be enabled and configured to monitor fatal and recoverable hardware errors resulting in Email notifications to the systems administrator and NEC Technical support.
- Extended Maintenance Support Contract Coverage is available for purchase to extend to a maximum of 2 additional years support, for coverage of the SANs maximum 5 year lifetime support or as notified by NEC.

Registered Limited Warranty

NEC Corporation of America warrants this Product to be free from defects in material and workmanship, and agrees to repair or replace any part of the enclosed unit that proves defective under these terms and conditions.

If service requires the replacement of any parts, components, or modules, the replacement items become the property of Customer and the replaced items become the property of NEC. The warranty period for the Machine is from its original Date of Shipment from NEC, unless NEC notifies you otherwise.

NEC may use new, used, serviceable, or reconditioned parts, components, or modules that are in good working order as replacements. Replacement items shall be of like kind and quality of those replaced. Spare parts are warranted for ninety (90) days. SAN, Hard Disk Drives and Solid State Drives hardware warranty coverage is 3 years. Replacement cost for years 4 & 5 must be purchase at the cost of the customer unless an extended maintenance

³ NEC does not position all spare parts within the Platinum 50-mile radius spare parts pool for every unit that is shipped. The Platinum Spare Parts Pool contains parts that may have industry documented regular failure rates, such as hard disk drives. Parts that are not deemed at-risk are stocked at NEC's regular warehouse location and shipped on a Next Day shipment to the customer.

agreement has been purchased. Hard Drives must be purchased from NEC in order to be warranted and serviced by NEC.

If you do not register your Server with NEC, you will be required to present proof of purchase as evidence of your entitlement for warranty service. Please retain your proof of purchase with your records.

Supplemental For Fee Professional Service Options

NECCare services are designed to reduce risks and protect your IT investment through optional for-fee-based services which include;

- Upgraded Service Level Agreement to Premium Support Levels
- Installation Services
 - Installation Services from NEC or its Certified Service Providers are highly encouraged and are available for purchase.
 - Upon purchasing installation services, an installation site-prep and post installation document will be delivered and agreed upon, via signature acceptance, from the customer.
 - Installation for Mx20 Series takes an average of one (1) business day for a standard configuration of one (1) base unit chassis and one (1) Disk Expansion Unit (DEU.) Additional equipment with additional hard disk drives may take additional days of professional service requirements. Installation includes; Hardware, Operating System; network connection, configuration and administrator training at the Customer site.
- Relocation Services
 - NEC relocation services are a fee -based service delivered by an NEC Engineer and or an Authorized NEC Service provider to help Customers protect their IT investments by reducing risks, including minimal downtime, that are known to be associated with relocation.
 - NEC or the Authorized service provider will work with the Customer to plan and coordinate the move.
 - NEC's Engineer will work with the Customers Systems Administrator to shut-down the Mx20 Series Storage Array, dismantle what is necessary and crate the storage array(s), and will - once relocated, install it into the new facility.

- The original shipping carton should be retained for limiting risks associated with relocation. If a new container is needed from NEC, a fee can be assessed and additional lead time will be required for the special order item.
- NEC will/can arrange at the Customers cost, transportation from the old location and to the new one. Customer may choose its own shipping vendor over NEC's, but NEC must be able to work with the shipper to ensure proper requirements are met.
- **If Customer relocates the NEC Mx20 Series Storage Array without the use of NECCare Professional Services, NEC may require your storage array to be recertified at an additional fee to revalidate and maintain the warranty of your product. Any damage occurring during a non-NEC assisted move will void the warranty of the Mx10 Series. Please refer to the section in this document entitled: "What is Covered and What is Not Covered" for further information.**

Who is Protected?

This warranty may be enforced only by the original purchaser of the Product and is not transferable.

What is Covered and What is Not Covered?

Except as specified below, this warranty covers all defects in material or workmanship in this Product. The following are not covered by this warranty:

1. Any Product that is not distributed in the U.S.A. or Canada by NEC Corporation of America.
2. Any Product that has been removed from the U.S.A. or Canada.
3. Any Product on which the serial number has been defaced, modified, or removed.
4. Damage, deterioration, or malfunction resulting from:
 - Accident, misuse, abuse, neglect, fire, water, lightning or other acts of nature, improper storage, unauthorized Product modification, or failure to follow instructions supplied with the Product.
 - Alteration, repair or attempted repair by anyone not authorized by NEC Corporation of America.

- Any shipment, re-shipment or physical movement of the Product (claims must be presented to the carrier.)
- Relocation, removal or installation or re-installation of the Product.
- Any other cause that does not relate to a Product defect.

5. Cartons, carrying cases, external cabinets, magnetic or digital tapes, or any accessories used in connection with the Product.

6. This warranty covers only NEC Corporation of America -supplied components. Service required as a result of third party components is not covered under this warranty, including third-party software even if it is distributed by NEC.

What NEC Corporation of America Will and Will Not Pay For

NEC Corporation of America will pay labor and material expenses for covered items, but NEC Corporation of America will not pay for the following:

1. Removal or installation charges.
2. Payment of shipping related charge incurred in returning the Product for warranty repair.
3. Costs of initial technical adjustments (set-up), including adjustment of user controls.

How You Can Get Warranty Service

NEC Mx20 Series Mx20 Series SAN NECCare Customers in the continental U.S. and Canada have one phone number to use when calling for technical support or hardware repair on their SANs. Calls for initiating a repair request should be made by calling 1-877-632-0064. Be prepared to provide the Serial Number of your server to NEC for quick response.

For easy reference, write down your Serial Number here and keep this document in a safe and accessible location.

SN _____

When arranging for a hardware repair, you will speak with a trained technician. The technician will determine whether you have a hardware or software failure and then will provide you with the appropriate service options.

On-Site Service

If NEC requires and authorizes on-site service for your repair, a qualified technician will arrive at your location on the Next Business Day from the time of dispatch. If you are located outside of a service coverage area, travel charges will be applied.

RMA (Return Material Authorization)

All parts or systems returned to NEC must be accompanied with an RMA (Return Material Authorization) number. To obtain an RMA number for your products return, please contact NEC's Technical Support line at 1-877-NEC-0064.

Limitation of Damages and Implied Warranties

NEC Corporation of America's sole liability for any defective product is limited to the repair or replacement of the product at our option. NEC Corporation of America shall not be liable for:

1. Damage to other property caused by any defects in this product, damages based upon inconvenience, loss of use of the product, loss of time or data, commercial loss; or
2. Any other damages of any kind.

NEC CORPORATION OF AMERICA MAKES NO OTHER EXPRESS WARRANTY WITH RESPECT TO THIS PRODUCT. ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, ARE LIMITED IN DURATION TO THE TERM OF THE EXPRESS WARRANTY STATED HEREIN. LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER ANY WARRANTIES IS EXCLUDED TO THE EXTENT PERMITTED BY LAW.

Note: Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state and province to province.

Note: All Products returned to NEC Corporation of America for service MUST have prior approval. This may be obtained by calling 1-877-632-0064.

This Product is warranted in accordance with the terms of this limited warranty. Consumers are cautioned that Product performance is affected by system configuration, software, the application, customer data, and operator control of the system, among other factors.

While NEC Corporation of America products are considered to be compatible with many systems, the specific functional implementation by the Customers of the product may vary.

Therefore, the suitability of a product for a specific purpose or application must be determined by the customer and is not warranted by NEC Corporation of America.

For more information, telephone 1-877-632-0064.

