

Fujitsu Storage ETERNUS AF/DX Global Guarantee Program

ETERNUS NEVER WORRY Program

Last updated: November 8th, 2019

Terms and Conditions

- ZERO DOWNTIME guarantee -

(1) Guarantee Description

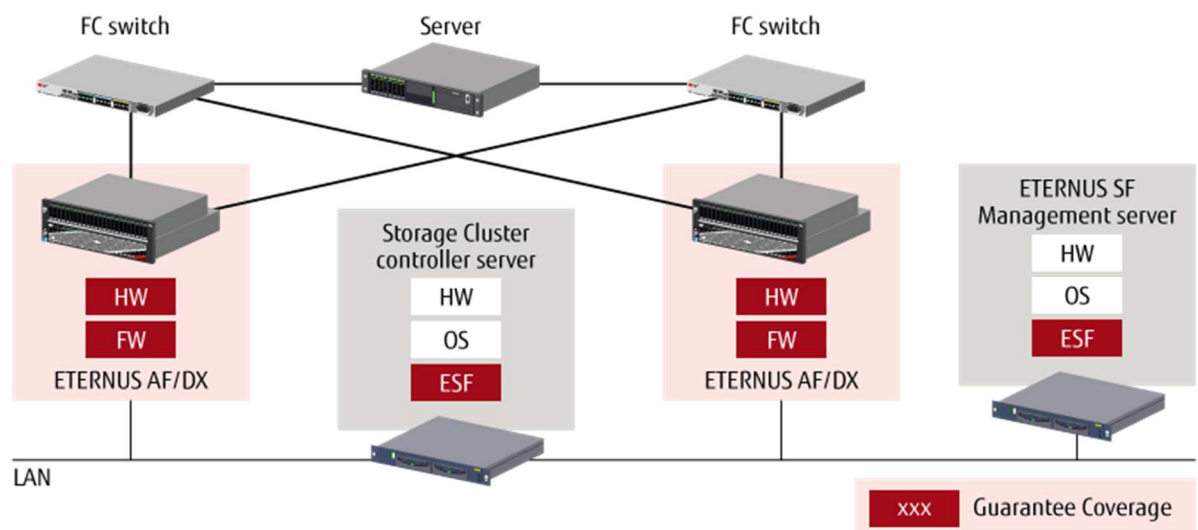
Storage Cluster is the high-availability feature of the ETERNUS AF and ETERNUS DX storage arrays integrated and controlled by the ETERNUS SF Storage Cruiser.

Fujitsu guarantees ZERO DOWNTIME for a Storage Cluster environment under specific eligibility requirements.

※ Currently, this guarantee program is only valid in specific regions.

(2) Guarantee Coverage

A loss of business operation caused by the downtime of the system below due to a hardware failure of the Fujitsu Storage ETERNUS AF/DX or a failure of the storage management software ETERNUS SF Storage Cruiser are eligible for this guarantee program. Other failures or environmental dependent troubles other than the above are not covered.



The following storage and software products are covered.

Storage Products:

- Fujitsu Storage ETERNUS AF150 S3 (Entry Model)
- Fujitsu Storage ETERNUS AF250 S3 (Entry Model)
- Fujitsu Storage ETERNUS AF650 S3 (Midrange Model)
- Fujitsu Storage ETERNUS DX100 S5 (Entry Model)
- Fujitsu Storage ETERNUS DX200 S5 (Entry Model)
- Fujitsu Storage ETERNUS DX500 S5 (Midrange Model)
- Fujitsu Storage ETERNUS DX600 S5 (Midrange Model)
- Fujitsu Storage ETERNUS DX900 S5 (Midrange Model)
- Fujitsu Storage ETERNUS DX8900 S4 (High-End Model)

Software Products:

- Fujitsu Storage ETERNUS SF Storage Cruiser V16.x

(3) Guarantee period

This guarantee is valid for a five-year period, starting at the date of registration completion approval.

(4) Contents and Measures

DOWNTIME in the context of this guarantee is defined as data-unavailability for the application for at least 5 minutes that is caused by hardware failures of ETERNUS AF/DX or software failures of Fujitsu Storage ETERNUS SF Storage Cruiser as indicated in above mentioned illustration.

The amount of compensation is equal to the Storage Cluster license fee of the involved ecosystem.

(5) Terms and Conditions

This guarantee program is only valid under the following conditions:

- Customers are required to register for the Fujitsu Storage ETERNUS AF/DX Guarantee Program within 30 days from the invoice date.
- Customers have a valid maintenance support contract with each regional Fujitsu company.
- The system configuration must be listed in Fujitsu's support matrix. The environment must comply with the Fujitsu's server connection guide for each server/OS.
- This guarantee only covers a storage cluster configuration with Fiber Channel connection.
- This guarantee does not cover the following cases:
 - The system is under customer's non-production implementation phase.
 - The system is under system configuration or testing phase.
 - The DOWNTIME was caused by malicious action.
- The storage systems must operate with the latest firmware version.
- The latest patch must be applied for the ETERNUS SF Storage Cruiser.
- The guarantee shall be valid only once.
- Your claim request is only eligible when all terms and conditions are satisfied.

(6) Customer Responsibilities

Customers are required to be responsible for any of the following.

- In the event of system downtime, Fujitsu will investigate the root-cause. Customers are required to provide Fujitsu with system configuration information, ETERNUS AF/DX logs, ETERNUS SF Storage Cruiser troubleshooting data, server OS logs, and FC switch logs. The cost of this is required to be covered by the customer.
- As part of this guarantee Fujitsu will not cover any cost at customer side for the downtime, business impacts or other related costs

(7) Procedures of registration and declaration

Eligibility for the guarantee program requires the customer to register and submit a claim on the specified web page.

- Register after installation
 - Once customers understand this guarantee program, please proceed to the Guarantee Program registration process. The following information is required:
 - Serial number of the newly purchased ETERNUS AF/DX
 - Customer Contact details, purchasing partner
- Submission of a claim
 - If there is an incident that violates the guarantee, please report it to us by submitting a claim on this web page

(8) Changing the guarantee program

Fujitsu may change and discontinue at its discretion any of this guarantee program and change or remove features or functionality of any of this guarantee program from time to time. Fujitsu will notify the customer if a change is material and involves the discontinuation of any guarantee program supplied to the customer under then current guarantee descriptions, whether by publishing notification at the specified website or supplying it to the customer otherwise in writing (which may be via email).

(9) Changing the terms and conditions

Fujitsu may change this Terms and Conditions from time to time. Changes to the Terms and Conditions will apply with effect from 14 days from the earlier of the date of Fujitsu first publishing at the website notification or a shorter period if the change is required immediately due to applicable law.

Fujitsu and Data Privacy

Fujitsu is committed to protecting your personal information and your privacy. By registering to these guarantee programs, you give your consent to Fujitsu using your personal information described as follows. The information we collect and receive from you is used to fulfil your registration for these programs or your claim submission and communicate with you regarding your registration or claim submission. We will not collect any personal data from you that is not necessary in order to provide this service to you. Fujitsu will never sell or lease your personal data. Please see the full Fujitsu Privacy Policy at the following URL for more details about how Fujitsu takes care of your personal data.

Fujitsu Privacy Policy URL: <https://www.fujitsu.com/global/about/resources/privacy/>

Application of Local Business Conditions

The terms and conditions of the local Fujitsu subsidiaries as well as other involved contractual partners are applied. When in conflict, they are to be considered prior to the terms and conditions of the Fujitsu Storage ETERNUS AF/DX Guarantee Program.