

Fact Sheet

Warranty Offerings for Fujitsu ETERNUS Storage

To succeed in today's highly demanding business environments, you depend upon your IT resources as never before. At Fujitsu, we understand the technological challenges you face every day; after all, we've been providing enterprise solutions for over thirty five years.

Excellent service and support for ETERNUS® Storage

As the world's third largest IT services provider, Fujitsu focuses on keeping IT and business objectives aligned through close collaboration with our customers. For over 35 years Fujitsu has provided IT infrastructure services and support to some of the world's largest, most successful corporations. The Fujitsu core competencies in world class service and support have evolved from mission-critical data center business systems to encompassing the entire enterprise world, including distributed computing environments.

Global support center availability 24x7x365

The cornerstone of our business is Mission Critical Support delivered by experienced engineers staffed 24 hours a day, 7 days a week, 365 days a year, which is backed by ISO 9001 Certification and proactive Time Based Escalation Management. The Fujitsu support structure allows you to select the support type that best fits your day-to-day needs. Fujitsu warranty levels may vary based on product model and geographic location. Please reference the following table for specifics.

Product warranty

The warranty that comes with the ETERNUS product varies based on model. The reported fault will be analyzed by Fujitsu by means of telephone support or remote access. Based on whether or not the product warranty covers onsite service a service engineer will be scheduled for further on-site diagnosis and solution as necessary to resolve the diagnosed problem. In case of a hardware failure, the operational readiness will be restored by replacing or repairing the defective part at the installation location.

The warranty period, hardware and software telephone assistance/response times, onsite coverage hours/response times and additional program features are described in the Service Program Offerings matrix.

Remote Implementation Service

Remote Implementation Service is available as a fee-based service for Entry Level and Midrange Storage models, and provides Customer Storage Administrators remote access to a Fujitsu America ETERNUS expert to guide them through the implementation process.

Remote Support Tool

Fujitsu offers a Remote Support Tool to capture machine status and error information. This data is securely transmitted via the internet to a central location and made immediately available to support engineers to take action. The basic Remote Support Tool is bundled with the product and included at no additional cost for Enhanced + or Premium Level Support.

Solid State Drives (SSD) Warranty or Service Replacement

Fujitsu will replace SSD's which are defective or which fail during the system warranty period or any customer contracted post warranty service period. However, SSD's which have reached maximum write capacity or wear out threshold, will no longer qualify for warranty or service replacement, and must be replaced at customer expense.



Equipment Warranty Service statement

Equipment Warranty Service ("Warranty Service") consists of repairs, replacements, and adjustments in the United States as are necessary to maintain Equipment in compliance with applicable specifications under normal use and operating conditions. If Customer has contracted for on-site Equipment Maintenance, then the service choices will include on-site assistance, otherwise there may be an additional charge to have a Fujitsu Field Engineer dispatched for on-site support. For certain products the Fujitsu Global Support Center may identify components that the customer would be required to replace with remote support guidance. Return of the replaced

component is the responsibility of the customer. If the customer would prefer Fujitsu to handle the replacement, there will be an additional charge.

To facilitate on-site Warranty Service, Customer must promptly notify Fujitsu in writing of any changes in site location of Equipment under warranty. Fujitsu manufacturer warranty will remain active through the duration of the warranty period. However if the equipment changes ownership and the equipment previously had an uplifted or extended support contract, the uplifted or extended support could qualify for ownership transfer at minimal cost.

Product warranty	3-Year			3-Year
	DX60, DX100, DX200, AF250	DX500, DX600, AF650	DX8700 S3, DX8900 S3	JX40 S2, JX60 S2
90 day media replacement	✓	✓	✓	
Warranty service level	Standard	Basic	Enhanced +	Standard

Warranty support details	Standard	Basic	Enhanced +
Support features (1)			
Telephone assistance hours			
24 x 7 x 365 (3)			✓
8AM - 8PM Site local time, Mon-Fri, except holidays		✓	
8AM - 5PM Site local time, Mon-Fri, except holidays	✓		
Onsite coverage hours (1)			
24 x 7 x 365 (3)			✓
8AM - 8PM Site local time, Mon-Fri, except holidays		✓	
Onsite response target (1,4)			
NBD		✓	
4 hour			✓
Spare parts (5,6)			
Replaced by:	Customer / Fujitsu	Customer / Fujitsu	Fujitsu
Fee-based support features			
Installation (2)	✓	✓	✓
Software version upgrades (7)	✓	✓	✓
Onsite spare parts			✓
Professional services	✓	✓	✓
Account support features			
Driver firmware updates (8)	Customer	Customer	Customer

1. Service Levels and Support Features are subject to geographic availability and may not be available in all areas.
2. Certain entry-level ETERNUS Storage are Customer Installable. All other ETERNUS Storage require Fujitsu installation services.
3. 24x7x365 coverage period is the only coverage period that includes local holidays.
4. Where applicable, onsite response target is based on remote problem determination and Field Engineer Dispatch within the contracted onsite coverage Hours.
5. For certain products the Fujitsu Global Support Center may identify components that the customer would be required to replace with remote support guidance. Return of the replaced component is the responsibility of the customer. If the customer would prefer Fujitsu to handle the replacement, there will be an additional charge.
6. The warranty coverage for some components/consumables such as SSDs and Batteries may differ from the warranty coverage for the product with which you purchased the component. Please note that some components may be covered by separate warranty terms.
7. Software licenses or subscriptions, and software support are fee based items. Software support is provided as a remote service. Software Version Upgrades (e.g., Version 1.x to 2.x, etc.) may require additional license fee. Software Installation is a fee based service.
8. Driver and Firmware updates are available from our secure download site at: <https://download.computers.us.fujitsu.com/>. Drivers and Firmware are Customer Installable and the installation will be the responsibility of the customer. If the customer would prefer Fujitsu to handle the driver or firmware update, there will be an additional charge.

About Fujitsu Americas

Fujitsu America, Inc. is the parent and/or management company of a group of Fujitsu-owned companies operating in North, Central and South America and Caribbean, dedicated to delivering the full range of Fujitsu products, solutions and services in ICT to our customers in the Western Hemisphere. These companies are collectively referred to as Fujitsu Americas. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies. For more information, please visit: <http://solutions.us.fujitsu.com/> and <http://twitter.com/fujitsuamerica>

Fujitsu platform solutions

In addition to Fujitsu PRIMERGY servers, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures

As a global IT infrastructure provider, Fujitsu offers a complete range of servers designed to fill any role in today's business. Whether your business requires affordable entry-level servers, compact and scalable blade systems, or advanced multiprocessor servers capable of handling the most demanding data center applications, the PRIMERGY® line delivers Intel® Architecture servers with the rock-solid reliability and industry-leading performance you need.

PRIMERGY Servers

www.fujitsu.com/global/services/computing/

- PRIMERGY: Industrial standard server
- SPARC® Enterprise: UNIX® server
- PRIMEQUEST®: Mission-critical IA server
- ETERNUS: Storage system

Software

www.fujitsu.com/software/

- Interstage®:
Application infrastructure software
- Systemwalker®:
System management software

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Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at: www.fujitsu.com/global/about/environment/



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Contact

FUJITSU AMERICA, INC.

Address: 1250 East Arques Avenue Sunnyvale, CA 94085-3470, U.S.A.

Telephone: 800 831 3183 or 408 746 6000

Website: www.fujitsu.com/us

Contact Form: us.fujitsu.com/ContactFujitsu

Have a question? Email us at: AskFujitsu@us.fujitsu.com