

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 operating system, operating environment or microcode (also defined in many contracts as “Core software”), if any, unless the table indicates that such operating system is licensed as a separate product. Any EMC software that is licensed as a separate product and is not specifically identified on this table is governed by the terms stated in 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.

Additional information about Available Support Options as well as other important information can be found by clicking the link found [here](#).

Product	Standard Warranty	Available Support Options	Installation Services*	Designated Customer-Replaceable Units (CRUs)**
AlphaStor software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
ApplicationXtender Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
Atmos equipment	3 years; Enhanced	Premium, Enhanced	Installation not included but strongly recommended	Link Control Card (LCC), disk drives, power supplies, cooling units
Atmos software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
Autograph Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced (Basic support is available for licenses purchased before April 9, 2012)	Installation not included	None
AutoStart Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
AutoSwap software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
AVALONidm software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
Avamar Data Store	2 years; Enhanced	Premium, Enhanced	Installation/implementation not included Single-node systems: Customer installable but requires separate implementation services available for purchase through EMC Multi-node systems: Requires separate installation and implementation services available for purchase through EMC	Power supply, disk drives, data store node, utility node, accelerator node

Avamar software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation/implementation not included. Requires separate purchase of combined implementation/installation service by Customer from EMC	None
Backup Manager for SharePoint software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
Blade Logic Brand software	No longer available for sale; maintenance only	Premium, Enhanced	Installation not included	None
Bus-Tech equipment	1 year; Basic	Premium, Enhanced, Basic	Installation not included	Disk drives, power supplies
Bus-Tech Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	Installation not included	None
Captiva Family software (Except Pixtools and QuickScanPro products)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced (Basic support is available for licenses purchased before April 9, 2012)	Installation not included	None
Captiva software —Pixtools and QuickScanPro products only	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Basic	Installation not included	None
Celerra Family equipment (excluding NX4, NS20, NS-120, NS-480, NS-960, NS-G8, NS-G2, VG2, and VG8)	2 years; Premium	Premium	Included in product purchase	None
Celerra NX4 equipment	3 years; Enhanced	Enhanced, Premium	Installation not included	Power/cooling module (in processor enclosures, and in disk array enclosures), blade, Storage Processor (SP), SP DIMM memory, SP I/O module, SFP transceiver, standby Power supply, link control card, and disk
Celerra NX4 Core software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	Not Applicable
Celerra NS20 equipment	3 years; Enhanced	Enhanced, Premium	Installation not included	Power/cooling module (in processor enclosures), SFP transceiver module, disk
Celerra NS-120 and NS-480 equipment	3 years; Enhanced	Enhanced, Premium	Installation not included	Power/cooling module (in processor enclosures), blade, management I/O module (in Storage Processor enclosure), SFP transceiver, standby power supply, and disk

Celerra NS-960 and NS-G8 equipment	3 years; Enhanced	Enhanced, Premium	Installation not included	SFP transceivers, X-Blade enclosure power supply, X-Blade enclosure fan, Storage Processor enclosure power supply, Storage Processor enclosure fan, and disk
Celerra NS-G2 equipment	3 years; Enhanced	Enhanced, Premium	Installation not included	Power/cooling Module (in Processor Enclosures), fan blade, management I/O module (in Storage Processor enclosure), SFP transceiver, standby power supply, and disk
Celerra Manager software (excluding NX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Celerra Replicator software (excluding NX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Celerra VG2 and VG8	3 years; Enhanced	Premium, Enhanced	Installation not included	Power/Cooling Module, SFP-compliant transceiver, UltraFlex I/O Module, Management Module
CLARiiON AX150 equipment	No longer available for sale; maintenance only	Enhanced, Basic	Installation not included	All components; Installation of AX150 Core software and system-based software releases
CLARiiON AX150/150i - EMC Insignia equipment	1 year; Basic	Enhanced, Basic	Installation not included	All components; Installation of AX150/150i Core software and system based software releases
CLARiiON AX4 series equipment	3 years; Enhanced	Premium, Enhanced	Installation not included	All components; Installation of AX4 Core software and system-based software releases
CLARiiON AX4 software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	Not Applicable
CLARiiON CX300 equipment	No longer available for sale; maintenance only	Premium, Enhanced	Included in product purchase	Disk drives
CLARiiON CX3-series equipment	No longer available for sale; maintenance only	Premium, Enhanced	Included in product purchase	Power supply, cooling units, small form factor pluggable transceivers, disk drives per approval of Disk Replacement Utility (DRU) tool, DAE power supply, LCC; Installation of CX3-Series Core software and system-based software releases

CLARiON CX4 - series equipment	No longer available for sale; maintenance only	Premium, Enhanced	Installation not included	Power supply, cooling units, small form factor pluggable transceivers, disk drives per approval of Disk Replacement Utility (DRU) tool, DAE power supply, LCC; Installation of CX4-Series Core software and system-based software releases
Connectrix Family equipment (except Connectrix devices listed below)	3 years; Enhanced	Enhanced, Premium	Installation not included	Power supplies, fans, optics and the complete switch when applicable
Connectrix DS-6510B	3 years; Enhanced	Enhanced, Premium	Installation not included	Switch, Short Wave, SFP, Power Supply, Fan
Connectrix ED-DCX8510-8B, ED-DCX8510-4B, ED-DCX-B, ED-DCX-4B Directors	3 years; Enhanced	Enhanced, Premium	Installation not included but strongly recommended	SFP Optics, Power Supply, Blower, Cables
Connectrix NEX-5010, NEX-5020, AP-7600B, AP-7420B, ES-5832B, MP-8000B, MP-7500B, MP-7800B, MDS-FCOE-8	2 years; Premium	Premium	Included in product purchase	None
Connectrix ED-10000M Director	No longer available for sale; maintenance only	Premium	Included in product purchase	None
Connectrix B-Series Family switches; DS-220B, DS-4900B, DS-5000B, DS-4400M, DS-4700M, MP-1620M, MP-2640M, DS-4100B	No longer available for sale; maintenance only	Enhanced, Premium	Included in product purchase	Power supplies, fans, optics and the complete switch when applicable
Connectrix Manager software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
CopyPoint software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
DatabaseXtender software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
Data Domain System	1 year hardware only; Limited Software (DDOS) 90 day; defective media replacement Support for DDOS during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	Power supply, disk drives, SAS controller on ES20
Data Domain software	90 day; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
DiskXtender Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None

Documentum Family software (except ApplicationXtender)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced (Basic support is available for licenses purchased before April 9, 2012)	Installation not included	None
EmailXtender Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
EMC Backup Advisor Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
EMC Data Protection Advisor	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
EMC Centera Family equipment	2 years, Enhanced	Premium, Enhanced	Installation not included but strongly recommended	With Enhanced support option, Customer is responsible for resetting of modems and nodes
EMC Centera software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included but strongly recommended	None
EMC Cloud Tiering Appliance Equipment	1 year; Enhanced	Premium, Enhanced	Installation not included but strongly recommended	Disk Drives Power Supply
EMC Cloud Tiering Appliance Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
EMC Disk Library for Mainframe	2 years; Premium	Premium	Installation not included but strongly recommended	None
EMC Disk Library Family equipment (except for DL1500, DL3000, and 3D 4000)	2 years; Premium	Premium	Installation not included but strongly recommended	None
EMC Disk Library DL1500, DL3000, and 3D 4000 Family equipment	3 years; Enhanced	Premium, Enhanced	Installation not included but strongly recommended	None
EMC File Management Appliance Equipment	1 year; Enhanced	Premium, Enhanced	Installation not included but strongly recommended	Disk drives, power supplies
EMC File Management Appliance Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
EMC Geographically Dispersed Disaster Restart software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
EMC Greenplum Data Computing Appliance ("DCA")	1 year hardware only; Limited 90 days for software in the DCA; defective media replacement Support for software during warranty available with purchase of a maintenance support option	Premium (covers both hardware and software portion of DCA)	Installation not included	EMC will perform the installation of software updates included with the purchase of the DCA.
EMC Greenplum Data Integration Accelerator ("DIA")	1 Year hardware only; Limited 90 days for software in the DIA; defective media replacement Support for software during warranty available with the purchase of a maintenance support option	Premium (covers both hardware and software portion of the DIA)	Installation not included	EMC will perform the installation of software updates included with the purchase of the DIA
EMC Greenplum Family Standalone Production Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None

EMC Ionix ControlCenter Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
EMC Ionix Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	Installation not included	None
EMC IT Compliance Analyzer-Application Addition equipment	No longer available for sale; maintenance only	Premium, Basic	Installation not included	None
EMC PowerExchange PWX Connector to Greenplum	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
EMC Rainfinity Appliance equipment	1 year; Enhanced	Enhanced, Premium (applies only to qualifying models specified by EMC in the maintenance quote)	Installation not included	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	Enhanced, Premium (applies only to qualifying models specified by EMC in the maintenance quote)	Installation not included	
EMC SourceOne Family software (excluding EMC SourceOne eDiscovery)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
EMC SourceOne eDiscovery equipment	1 year; Enhanced	Premium, Enhanced	Installation not included but strongly recommended	Power supply, disk drives
EMC SourceOne eDiscovery software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
EMC VFCache	3 years; Enhanced	Enhanced	Installation not included	VFCache PCIe card
EMC VPLEX equipment	3 years, Premium	Premium	Installation not included but strongly recommended	None
EMC VPLEX software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Included in product purchase	None
eRoom software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced (Basic support is available for licenses purchased before April 9, 2012)	Installation not included	None
HomeBase software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced	Installation not included but strongly recommended	None
InfoMover	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Informative Graphics Brava! WebKit software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	Installation not included	None
Invista equipment	2 years; Premium	Premium	Included in product purchase	None
Ionix for IT Operations Intelligence (formerly Smarts)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	Installation not included	None
Ionix Network Configuration Manager (formerly Voyence)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	Installation not included	None
Isilon hardware	1 year; Limited	Isilon Gold, Isilon Platinum, Isilon Secure Note: Isilon support terms are located at: http://www.emc.com/support-training/support/emc-product-warranty-maintenance-use-rights.htm	Installation not included but strongly recommended	Power supplies, power cables, NVRAM batteries, Hard Disks, Rail kits, IB switches, IB cables, faceplates

Isilon software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Isilon Gold, Isilon Platinum, Isilon Secure Note: Isilon support terms are located at: http://www.emc.com/support-training/support/emc-product-warranty-maintenance-use-rights.htm	Installation not included but strongly recommended	None
IT Compliance Analyzer Application Edition software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	Installation not included	None
IT Performance Reporter Network Edition software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	Installation not included	None
IT Process Centre Request Management software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	Installation not included	None
Kofax Ascent Capture software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced	Installation not included	None
MirrorView software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Navisphere Family software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
NetWorker Family software (except for NetWorker Fast Start)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included but strongly recommended	None
NetWorker Fast Start	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Basic, Enhanced	Installation not included	None
Open Migrator/LM software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Open Replicator For Symmetrix software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
PowerPath Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
ProSphere software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	Installation not included	None
RecoverPoint software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included but strongly recommended	None
RecoverPoint equipment	3 years; Premium	Premium	Installation not included but strongly recommended	None
Replication Manager software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included but strongly recommended	None
RepliStor software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
SAN Copy software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None

SnapView software (excluding AX4)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Software (all other EMC software products not listed separately in this table)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Basic	Installation not included	None
SRDF Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Symmetrix DMX Family equipment (excluding Symmetrix VMAX)	3 years; Premium (Prior to August 10, 2009: 2 years; Premium)	Premium	Included in product purchase	None
Symmetrix VMAX/VMAXe Family equipment (operating environment licensed separately)	3 years; Premium	Premium	Included in product purchase	Disk drives
Symmetrix DMX Enginuity (operating environment software)	3 years; Premium (Prior to August 10, 2009: 2 years; Premium)	Premium	Included in product purchase	None
Symmetrix VMAX/VMAXe Enginuity (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Included in product purchase	None
Symmetrix Management Console software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Symmetrix Manager software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Symmetrix Optimizer software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
Telestream Flip Factory software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	Installation not included	None
TimeFinder Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None
ViewPoint software for SAP	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
VNX equipment: VNX5100 VNX5300 VNX5500 VNX5700 VNX7500	3 years, Enhanced	Premium, Enhanced	Installation not included	Disks, DAE power supply, standby power supply, power cooling module, SFP-compliant transceiver, link control cards, and UltraFlex I/O module
VNX OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
VNX optional software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	Installation not included	None
VNXe3300	3 years, Enhanced	Premium, Enhanced	Installation not included	Disk, power supplies (DAE and DPE), battery backup, I/O card, storage processor, AC/Fibre cables, memory, link control cards (LCC), and SSD

VNXe3100	3 years, Basic	Premium, Enhanced, Basic	Installation not included	Disk, power supplies (DAE and DPE), battery backup, I/O card, storage processor, AC/Fibre cables, memory, link control cards (LCC), and SSD
VNXe OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced: (VNXe3300) Premium, Enhanced, Basic: (VNXe3100)	Installation not included	None
VNXe optional software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced: (VNXe3300) Premium, Enhanced, Basic: (VNXe3100)	Installation not included	None
Web Publisher Portlets software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	Installation not included	None
Woodwing Smart Connection Enterprise software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	Installation not included	None
X-Hive Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Basic	Installation not included	None
xPression Family software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced (Basic support is available for licenses purchased before April 9, 2012)	Installation not included	None
z/OS Storage Manager software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	Installation not included	None

* **Installation Services** may be offered by EMC or an authorized service partner. For products listed as "Installation not included," installation may be performed by Customer or purchased from EMC or an authorized service partner. For products listed as "Installation not included but strongly recommended," these installations require a thorough technical understanding of the products; hence EMC recommends that those installation services be purchased only from trained and qualified professionals for those products, including EMC or an authorized service partner. For products listed as "Included in product purchase," installation will be performed by EMC or an authorized service partner.

**** Customer Replaceable Units (CRUs):**

CRUs are specific assemblies, components, or individual parts of designated EMC equipment that the customer is authorized by EMC to self-replace. In the event of a failure or technical issue, the 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 Centera, EMC ControlCenter, EMC SourceOne, AlphaStor, ApplicationXtender, Atmos, AutoStart, AutoSwap, AVALONidm, Avamar, Captiva, Catalog Solution, Celerra, Centera, CentraStar, CLARiiON, Connectrix, CopyCross, CopyPoint, Dantz, Data Domain, DatabaseXtender, DiskXtender, Documentum, EDM, EmailXtender, eRoom, InfoMover, Invista, Ionix, Legato, MirrorView, Navisphere, NetWin, nLayers, Powerlink, Rainfinity, RepliStor, Retrospect, SAN Copy, SAN Manager, Smarts, SnapView/IP, SRDF, Symmetrix, Symmetrix DMX, TimeFinder, VPLEX, VisualSAN, VisualSRM, VSAM-Assist, VNX, VNX5100, VNX5300, VNX5500, VNX700, VNX7500, VNXe, VNXe3100, VNXe3300, Xtender, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners. © 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012 EMC Corporation. All rights reserved. H4276.50
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