



TECHNICAL SUPPORT & CUSTOMER SERVICE PROCEDURES

This document explains the procedures used by our Technical Support and Sales personnel to administer the terms of our Warranty and to ensure the highest possible customer satisfaction.

WARRANTY

TLS x6xxx, x8xxx and x12xxx: The warranty on these TLS libraries and tape drives is three years as described on our web site. Advanced replacement of the minimum Field Replaceable Unit (FRU) during the first year is part of that warranty. The second and third years of the warranty are "return to factory."

- Advanced Replacement Warranty (ARW) may be purchased for years two and three, but the better value is to purchase On-site Service at the outset, which includes advanced replacement.

TLS x2xx, x4xx and RLS: The warranty on these libraries and tape drives is three years, as described on our web site. Advanced replacement of the minimum Field Replaceable Unit (FRU) during the entire period is part of that warranty.

On-site Service Agreements, in effect, extend the warranty, since parts are covered by the On-site Service Agreements.

The warranty does not cover shipping damage, or damage caused by the user. A product damaged in shipment is not eligible for advanced replacement. The customer owns the product from the moment it leaves our facility and is responsible for filing a claim with the carrier if necessary.

The chain of ownership of a product does not affect warranty status, as long as Qualstar has been paid for the product. If Qualstar has not been paid, consult Accounting for the required action.

Purchased spare parts have a 90 day warranty.

Refurbished tape drives are sold with a one year warranty.

Warranty may be voided if a replaced part is not returned to Qualstar after a replacement part has been sent to the user.

TECHNICAL SUPPORT

Technical Support's objective is to resolve the customer's problem as efficiently as possible. Their goal is to determine the minimum FRU needed to resolve a problem. Assistance from the customer may be required to resolve an issue. Customers must provide serial numbers of the library and tape drives to determine warranty entitlement. A diagnostic effort will normally be completed via phone prior to sending parts or dispatching an On-site Service technician.

- If the problem involves software, the ISV engineer may be consulted. Please remember that the Technical Support technician remains responsible for the case; the ISV engineer acts only as a consultant.
- If efforts to resolve a problem have failed, and the problem appears to be Qualstar related, the complete library may be replaced. This requires the approval of the Technical Support Manager.

RMAs (Return Material Authorizations) are required before any material can be received at Qualstar from the field.

- Items not related to service, i.e. evaluation units, show units, etc., may require Sales or Marketing (VP or designate) approval.
- Tapes are not returnable, even if unopened. Show tapes must be returned; code load tapes may be returned.
- Purchased electrical spares are not returnable for credit, but may be exchanged within 30 days if faulty. Cables are exchangeable, and returnable.
- Returns are accepted if Qualstar made an error in recommending the part.
- Restocking fees apply to all items. Returns for convenience are accepted up to 30 days after shipment. A 15% restocking fee will be charged. This fee may be waived only with VP of Operations approval. No returns are allowed beyond 30 days.
- Material replaced under the Advanced Replacement Service or Warranty and not returned to Qualstar within 30 days will be invoiced.

REPAIR QUOTATIONS

All price quotes to end users will be MSRP. Resellers should refer to their Price List for their cost.

UPGRADES

Technical Support must approve all upgrades before quoting the end user. The following field upgrades are **possible** (*with exceptions*):

- Add barcode reader
- Add I/O port
- Add capacity upgrade kit
- Upgrade tape technology (within a family)
- Add 1Gb FCO
- Add 2Gb FCO
- Upgrade 1Gb FCO to 2Gb FCO
- Add Q-link

Caution: All combinations are **not** possible. At minimum, we must know the serial number to approve an upgrade. This list is not complete. Contact Technical Support before quoting the end user.

- Libraries shipped with Exec I or II can **not** be field upgraded with Q-Link, or fiber channel connectivity.
- Libraries shipped with Exec I or II may **not** be field upgraded with newer technology tape drives.
- Sales **must** quote all factory upgrades, with assistance from Technical Support.
- Qualstar is **not** responsible for the successful completion of an upgrade performed by a Reseller or the end user. We will, however, make every effort to facilitate a successful upgrade.
- Qualstar will be responsible for the successful completion of upgrades done by an *authorized* third party service provider or at our factory.
- Certain upgrades require an upgrade worksheet to be filled out prior to quotation.
- The warranty for upgraded libraries is the remainder of the original warranty, if any. Upgrades do not extend or “restart” the warranty.
- If the library is covered by an On-site Service Agreement before the upgrade takes place, it will remain in effect once the library has been successfully upgraded.
- Neither the warranty nor On-site Service Agreement applies to correcting a problem caused by an unsuccessful upgrade attempt.

SHIPPING METHOD

- Our standard shipping method for ARW is two-day air, or via standard air for international. Faster methods are the responsibility of the customer.
- If a part is needed for On-site Service, it is shipped next day air.
- The method of shipment of a replacement library is to be determined by the manager approving the library replacement with due consideration of the event history and the needs of the customer.
- Shipping will be paid both ways if a repair is needed within the first 30 days from factory shipment.
- Shipping boxes are \$50 plus shipping for single-sided libraries; \$200 plus shipping for dual-sided models.

FIRMWARE UPGRADES

Firmware upgrades are free, but if code load tapes or proms are required, they are priced at \$100 for tapes (refundable) and \$20 for proms, plus shipping. We do not recommend updating field units unless there is a specific reason to do so.

ON-SITE SERVICE

On-site Service is available at time of sale, and during the warranty period. On-site contracts **must** cover all the drives and the library; they are not separable. On-site Service includes advanced replacement and spare parts, thus in effect extending the warranty if On-site Service is continued beyond the warranty period.

- If On-site Service is ordered after installation, a \$500 inspection fee will be charged.
- On-site Service cannot be added to a non-functioning library. The library must be repaired and inspected before an On-site Service Agreement can be implemented.
- On-site Service for libraries that are out of warranty and have not been under contract requires Technical Support Manager approval. A \$500 inspection fee will be charged.
- Qualstar reserves the right to not provide On-site Service for some models.
- On-site Service expires automatically after one year if not renewed. There is no grace period.
- On-site Service availability varies by location. Contact Technical Support for coverage information before offering it. On-site Service is only available in the US, Canada and certain European countries.

ADVANCE REPLACEMENT SERVICE

Post-warranty ARS provides a replacement FRU, tape drive or entire library. ARS is available per the Price List. ARS is a per-incident charge. Failure to return the effective item will result in an invoice for the value of a new item.

If advance replacement is not required, a discount is offered for return-to-factory repair service. Lead time for return-to-factory repair is 30 days after receipt of the item.

All transportation charges for ARS and factory repairs are the customer's responsibility.

TAPE REPLACEMENT POLICY

Tapes returned in tape drives or libraries that are returned for repair will be handled as follows:

-All tapes, damaged or undamaged, will be returned to the customer.

-If a tape cannot be removed by our technicians, the drive will be sent to the manufacturer. We will try to retrieve and return these tapes but may not be able to do so.

-By special arrangement with Sony, damaged AIT and SAIT tapes can be exchanged for a new tape, at the customer's discretion. If the customer elects to receive a new tape, the damaged tape becomes Qualstar's property.