

Global Factory Warranty for FUJITSU Storage ETERNUS Products

This document specifies the Global Factory Warranty period applicable to the respective FUJITSU Storage ETERNUS products.

Outlines

This document specifies the Fujitsu's Global Factory Warranty period applicable to the respective FUJITSU Storage ETERNUS products. The following products will be delivered with this warranty period from Fujitsu Limited in Japan and/or Fujitsu Technology Solutions GmbH in Germany. The Global Factory Warranty period begins on the day of initial shipment from Fujitsu's factory and expires after this warranty period ends.

The Fujitsu's Global Factory Warranty services are managed by Fujitsu's warranty management tools. All these warranty services are provided under specific warranty conditions and scope and provision of warranty services. Typically Fujitsu's Global Factory Warranty services include but not limited to;

- Exchange defective parts with spare free of charge during Global Factory Warranty period
- Deliver spare parts in short lead-time

If your Fujitsu's product comes with a Global Factory Warranty, please note that the warranty can be claimed worldwide, wherever Fujitsu maintains a direct or authorised service presence and to the extent the applicable warranty service is available in the respective country. Please also note that the scope of the available warranty services as well as the indicated reaction times (if applicable) in the destination country or region may differ from the scope valid where the product was first sold. Therefore it is always necessary to check local product related service capacities and/or non-availability of warranty services in the respective country by calling the local Service Desk or service contact before claiming warranty services in any of these countries.

The Global Factory Warranty Period

Disk Storage Systems		
	For APAC	For EMEA
ETERNUS DX60 S4 [New]	3 years	3 years
ETERNUS DX100 S4 / DX200 S4 [New]	3 years	3 years
ETERNUS DX60 S3	3 years	3 years
ETERNUS DX100 S3 / DX200 S3	3 years	3 years
ETERNUS DX500 S3 / DX600 S3	3 years	3 years
ETERNUS DX8700 S3 / DX8900 S3	3 years	3 years
ETERNUS JX40 S2	1 year	3 years
ETERNUS JX40 S1	2 years	2 years
ETERNUS JX60 S1	3 years	3 years

All-Flash Arrays		
	For APAC	For EMEA
ETERNUS AF250/AF650	3 years	3 years

Hyper Scale Storage Systems		
	For APAC	For EMEA
ETERNUS CD10000	1 year	1 year

Tape Systems		
	For APAC	For EMEA
ETERNUS LT20 S2 / LT40 S2 / LT60 S2	1 year	1 year
ETERNUS LT260	1 year	1 year
ETERNUS LT270 S2 (note*)	1 year	Not available in this region

Data Protection Appliances		
	For APAC	For EMEA
ETERNUS CS8000	2 years	2 years
ETERNUS CS800	1 year	1 year
ETERNUS CS200c (note*)	Not available in this region	3 years

(note*) regional products available only in limited regions.

Contact
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