

# Service Program Announcement

**NO:** 2080E **REVISION:** 7  
**PROGRAM:** All Products  
**GEO AFFECTED:** EMEA  
**DATE:** April 2000

**SUBJECT:** Revised Warranty Statement for COMPAQ Products

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**Service Announcement 2080E\_7 corrects and supersedes Service Announcement 2080E\_6. These changes include the following released products – GS80, GS160 and GS320 Servers, Compaq Notebook 100, iPaq Internet devices, Presario 1200, 1600, 1800 & 1900 Internet Notebook, Presario 7300, 7400, 7500, 7900 systems, Prosignia 170, 190 and 340, RA4200 StorageWorks Raid Array, TFT5010R StorageWorks Monitor, TFT 8020, FP730A and S510 monitors and T1500 Thin Client terminal.**

## COMPAQ WARRANTY INFORMATION

This document contains warranty information for Compaq products, including Digital-branded products.

**NOTE:** some products detailed are normally only supported directly by the Compaq Customer Services organisation. This document provides summary information, for a detailed explanation please refer to the warranty statement shipped with your product.

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## INTRODUCTION

Compaq warrants its hardware products against defects in materials or workmanship for the service periods set forth in the attached Warranty Services table (Table 1).

Warranty coverage is available for the periods indicated in the Warranty Services table (Table 1). The sales receipt, showing the serial number and purchase date of product, is the proof of purchase date. It is mandatory that the unit serial number be made available when requesting a warranty service event. Failure to do so may result in the event being deemed out of warranty by Compaq's Authorised Service Providers, and therefore chargeable to the requester.

During the warranty period, Compaq will, at its option, repair Products or replace defective parts with new parts or used parts that are equivalent to new parts in function and performance. Repair or replacement may be done at the customer site, by return of the product to Compaq or a Compaq Authorised Service Provider, or by other service delivery mechanisms (see below).

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Products external to the system processor (CPU) box, such as external storage subsystems, printers and other peripherals, are covered by the applicable warranty for those products.

**NOTE 1:** An effective repair does **not** necessarily require the replacement of a defective part. For example, cleaning the heads of a floppy drive or updating revision levels of ROM BIOS on a PCA board are activities that in many instances deliver an effective repair.

**NOTE 2:** BIOS/Firmware upgrades are not covered under the basic warranty Terms & Conditions. Firmware that is an integral part of the option hardware board is not automatically upgraded when new versions of firmware are released.

Where a specific hardware product problem is found to be caused by a superceded BIOS/firmware revision on a Compaq component, Compaq will either bring the firmware up to the latest revision, by exchanging the affected component under warranty, or will recommend that the customer upgrade the firmware using Flash-ROM where appropriate. It is essentially the responsibility of the customer to:

1. ensure that their software is compatible with the latest BIOS/firmware revision; and
2. upgrade their firmware to keep it synchronised with the new software releases.

**NOTE 3:** Due to confidential data contained on disks, customers are sometimes reluctant to return a defective disk. Customers who wish to retain the original disk will be required to purchase a replacement disk to effect the repair.

These warranty services are performed by Compaq Authorised Service Providers, on Compaq's behalf, or by Compaq. Throughout this document, references to Compaq also apply to Compaq Authorised Service Providers (unless explicitly noted otherwise). If, after repeated efforts, Compaq is unable to restore a Product to good working order, Compaq may – at its option – reimburse the purchase price or replace the Product with a functionally equivalent product. All exchanged parts and products replaced under warranty services will become the property of Compaq.

Excluded from the warranty are:

- parts of a consumable nature;
- warranty service on products from which serial numbers have been removed;
- defects resulting from normal wear and tear;
- defects resulting from operation outside the usage parameters stated in the operations manuals (including burned monitor screens and incorrect input voltage);
- failure resulting from customer introduced "viruses";

- malfunctioning caused by damage (even if accidental), including transit damage, the use of non-Compaq parts, and service or modification by persons not so authorised by Compaq;
- software, including programs pre-installed on the Product. Software warranty is defined in Compaq's Software License Agreements;
- defects resulting from use of non-Compaq qualified software, accessories, media, supplies, consumables, or items not designed for use with the product; and
- where conditions at a customer's site represents a safety or health risk.

Compaq shall **not** be responsible for damage to or loss of any data or programs. Compaq recommends that customers make back-up copies of all programs and data and remove any removable storage media.

Compaq warranty does not cover software and pre-installed programs except with the AlphaServer 8200, 8400, GS60, GS140, VAX7000, Compaq TaskSmart Servers and some StorageWorks products where 90 days Advisory Telephone Support (ATS) and software support on pre-installed operating systems is given.

Compaq recommends users who need extended maintenance coverage for their entire systems to purchase a comprehensive service contract from their Compaq Service Provider or Compaq directly.

The user has no warranty claim or remedy against Compaq other than that set forth herein. Compaq shall not be responsible for any damage negligently caused during remedy. In any case, Compaq's liability for indirect and consequential damage is expressly disclaimed. This restriction of liability does not affect the purchaser's statutory rights as a consumer or his rights against the seller.

Compaq warranty extend beyond the original purchaser to anyone who subsequently purchases the Hardware Product **only if** the original sales receipt can be provided.

If Compaq determines that damage/failure that exists is not covered by the warranty – i.e. failure of Non-Compaq memory or options etc. – the end user will be contacted to determine whether such damage/failure should be repaired for a charge or whether the Product should be returned to the end user as received. All associated transportation and handling costs are charged to the customer.

Compaq's warranty obligations extend only to products, options, and parts manufactured or distributed by Compaq, Digital or Tandem under their respective brand names.

Compaq in this statement is the sales subsidiary of Compaq Computer Corporation in the country where the claim is first raised; if no subsidiary exists in the country, it is Compaq Computer GmbH in Munich, Germany.

## **FREE PARTS REPLACEMENT ONLY FOR REPAIR**

If the Compaq product is covered by parts-only replacement warranty, the defective parts will be supplied free of charge during the warranty period. The product can be sent or carried in, at the customer's own cost and risk, to Compaq, to be repaired. Following repair, the repaired product should be collected, at the customer's own cost and risk, from Compaq. The user must make backup copies of all programs and data and remove any removable storage media.

**NOTE:** the labour costs for repair are **not** included in this warranty.

## **FREE PARTS AND LABOUR FOR REPAIR (CARRY-IN)**

If a Compaq product covered by Carry-in warranty fails within the warranty period, the customer can send or take the product, at their own cost and risk, to Compaq to be repaired. Prior to return of the Product, the customer will contact Compaq to perform problem diagnosis and arrange for return of the unit. The user must make backup copies of all programs and data and remove any removable storage media. Compaq will ensure that the proof of purchase submitted relates to the specific Compaq Hardware Product i.e. the serial number of the product is referenced.

Following repair, the repaired product will be collected at the customer's own cost and risk.

**NOTE 1:** the parts and labour costs for repair **are** supplied free of charge. Labour costs are covered according to Compaq's reimbursement scheme for Authorised Service Providers (ie, only standard payments, no individual costs coverage).

**NOTE 2:** For products with worldwide warranty, Compaq will honour worldwide warranty in any country where Compaq has a direct or partner service presence. Response time will be based on commercially reasonable best effort and may vary from country to country.

**NOTE 3:** For DIGITAL branded products, Compaq will pay for the return transportation of the product to the Customer

## **FREE ON-SITE REPAIR**

If a Compaq product qualifies for On-Site warranty by meeting the necessary requirements, see below, the Compaq Service Provider will go to the customer's premises to repair the product. All parts, labour and travel costs are free of charge.

**NOTE 1:** For products with world wide warranty: Compaq will honour world wide warranty in any country where Compaq has a direct or partner service presence. Response time will be based on commercially reasonable best effort and may vary from country to country.

**NOTE 2:** free on-site repair service is **not** available generally in some countries due to local laws and/or remoteness of locations. Please refer to your Compaq Reseller for further details.

**NOTE 3:** At Compaq's sole discretion, Compaq may provide, in lieu of on-site services, alternative delivery methodologies such as: Mail-In, Advanced Unit Replacement (AUR), Customer Replaceable Units (CRUs) etc. – see below.

Free on-site repair service can be obtained **only if all** the following conditions are met:

- This service has generally been made available in the country where it is requested.
- The Product is located **not** further than 100 kilometres driving distance and is no more than two hours driving from the nearest Compaq Authorised Service Provider.
- Compaq, or the Compaq Authorised Service Provider, has determined that problem resolution via telephone is not possible.
- The Compaq Hardware Product is entitled to 'On-Site' repair during the warranty period (see Table 1 - Warranty Services Table).

To request free on-site repair service, the user must note the Product name, serial number and any error messages or problem symptoms, and then call Compaq, or a Compaq Authorised Service Provider. The user must co-operate with Compaq in attempting to resolve the problem over the telephone, including the performance of routine diagnostic procedures.

If Compaq deems it necessary, a qualified technician will be dispatched to the Product's location. The user is obliged to present a proof-of-purchase date, and provide sufficient access to the Product. For any service efforts outside those described here (i.e. failure of non-Compaq / 3rd party Options) or outside the standard hours, the user will be charged at Compaq's or Compaq's Service Providers prevailing rates.

### **Customer Replaceable Units (CRUs)**

Some Compaq products carry Customer Replaceable Unit warranty coverage (see Table 1) that includes – but is not limited to – keyboards, mice, speakers, and microphones. The Compaq CRU process provides for overnight shipment of CRUs, where practical, directly to the Customer site for installation by the Customer.

Instructions detailing the installation of the replacement unit and disposition or return of the defective unit to Compaq will be provided to the Customer with the CRU. The Customer will be billed for specified products not returned to Compaq within a defined number of days of the replacement unit shipment, as detailed in the local country Terms & Conditions.

## **Advanced Unit Replacement (AUR)**

Some Compaq products carry an Advanced Unit Replacement (AUR) warranty coverage, see Table 1. The AUR process provides details on where the customer should call in the event of a problem and, if the unit is diagnosed as defective, a replacement unit will be delivered to the customer's preferred return address. On receiving the replacement unit, the defective unit will be packaged and returned. Compaq will pay all costs for the replacement unit and the return of the defective unit. Refer to Service Announcement 2335E.

## **Mail-In Service**

Some Compaq products carry Mail-In warranty coverage (see Table 1). The Compaq Mail-In process provides details on:

- where the customer should call in the event of a problem; and
- where to ship the defective unit to if the unit is diagnosed as defective.

When the unit is repaired or replaced, it will be returned directly to the preferred customer's return address. The customer will be responsible for all expenses and risk when returning the defective unit to a local Compaq consolidation centre. Compaq will pay for all costs to repair and return the repaired unit to the customer. Refer to Service Announcement 2260E.

## **Pick Up & Return Service**

Some Compaq products carry a Pick Up & Return warranty coverage (see Table 1). The Compaq Pick Up & Return process enables Compaq or a Compaq Service Provider to pick up a defective unit at the customer's site, repair it and return the repaired unit back to the customer's site/address. All, parts, labour and courier costs required to deliver and repair the product will be supplied free of charge. Refer to Service Advisory 2410E.

## **Advisory Telephone Support (Shown as ATS in the Warranty Services Table -Table 1)**

Advisory Telephone Support is part of the AlphaServer 8200, 8400, GS60, GS140, VAX 7000, Compaq TaskSmart Servers and StorageWorks warranty attributes and is normally applicable to Operating system and factory installed software

- Advisory Telephone Support includes software usage advice on proper software execution and information on the interpretation of software product technical documentation. For software problems, it is limited to referring the customer to the location of a potential solution
- Telephone software support will be provided via Compaq Customer Service Support Centres and is available during/throughout normal business operating hours.

This specific deliverables can be categorized as:

- Software Usage Assistance.
- Installation Assistance.
- Problem Notification.

- Problem Isolation.

Advisory Telephone Support does **not** include any remedial-level software support.

## Options

Options (except Compaq Netelligent Products, Microcom Integrated Access Devices, Compaq PC Card Modems, PC Card LAN Cards, Compaq External Modems and Rechargeable Battery Packs) normally receive 12 months free parts and labour for repair.

However, options (except Compaq Netelligent Products and Microcom Integrated Access Devices, see Note 1 below, Monitors, see below, and Rechargeable Battery Packs, see Note 2 and 3 below) installed in a Compaq server or system box are entitled to the greater of:

- their own 12 months free parts and labour for repair (or 36 months free parts and labour for repair on Compaq PC Card Modems, Combination Modem/Network Interface Cards, PC Card LAN Cards; and Lifetime parts-only Warranty on Netelligent Network Interface Cards); or
- the remaining service period of the Compaq product in which they are installed and any warranty services to which this product is entitled. This may include free on-site repair if the Compaq product is entitled to on-site warranty. This may also mean parts-only warranty if the Compaq product is entitled to a parts-only warranty. (See Table 1 - Warranty Services); or
- when installed in a StorageWorks subsystem the options are entitled to the warranty of the StorageWorks subsystem.

**NOTE 1:** Options connected to (ie, not installed in) a Compaq Server or system box are only entitled to their defined option warranty, with the exception of docking stations and CDROM players, which are entitled to the greater of their own option warranty or the warranty of the system to which they are connected.

**NOTE 2:** Compaq Rechargeable Battery Packs are entitled to a 12 month Parts-only Warranty, and Compaq Netelligent Products and Microcom Integrated Access Devices are entitled to the warranties shown in Table 1. They do **not** adopt the remaining service period of the product to which they are connected and or any warranty services to which the product is entitled (this may include free on-site repair).

**NOTE 3:** Digital Rechargeable Battery Packs for HiNote computers are entitled to a 12-month Customer Replaceable Unit warranty.

## PowerGrade Options for DIGITAL Personal Computers

Compaq warrants that the PowerGrade option kit, purchased from DIGITAL or an Authorized DIGITAL Reseller, will function correctly when properly installed in the appropriate DIGITAL Personal Computer and if the CPU chip contained within the PowerGrade option kit is within one stepping (version)

of the CPU chip(s) that were originally installed within the DIGITAL Personal Computer.

Installation of the PowerGrade option kit requires handling and installing a CPU chip: this must be performed with extreme care to avoid product damage. Compaq recommends that the installation of the PowerGrade option kit be performed by Compaq or a Compaq Service Provider. Warranty on the PowerGrade option kit will not cover any Product that has been damaged or rendered defective as a result of service or installation by anyone other than Compaq or a Compaq Service Provider.

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## SPARE PARTS

All Compaq spare parts (see Notes 1 and 2 below) that are used to replace defective parts in a Compaq product are entitled to:

- the remaining service period of the product in which it is installed; or
- 12 months parts replacement warranty, whichever is greater.

This may include free on-site repair if the Compaq product is entitled to on-site warranty. See Table 1- Warranty Services Table.

**NOTE 1:** The replacement spare part must be a genuine Compaq spare part.

**NOTE 2:** This does not include Spare Rechargeable Battery Packs, Spare Compaq Netelligent Products and Network Interface Cards, Microcom Integrated Access Devices, and Compaq External Modems (see below).

Spare Compaq Rechargeable Battery Packs are entitled to a 12 month Parts-only Warranty. Spare Compaq Netelligent, Compaq External Modems and Microcom Integrated Access Products are entitled to the remaining warranty of the replaced product as shown in Table- 1. They do **not** adopt the remaining service period of the product to which they are connected and or any warranty services to which the product is entitled (this/which may include free on-site repair). Spare Netelligent Network Interface Cards receive lifetime Parts-only Warranty.

**NOTE:** Spare Parts, provided that the replacement part is a genuine Compaq spare part, purchased to repair "Out of Warranty" machines are entitled to 12 months parts-only warranty from date of sale of the spare part to the End User. It is a requirement that an End User Proof of Purchase is provided when claiming spare part warranty. Validation of the spare part warranty will be made against this Proof of Purchase.

## Monitors

Compaq TFT series flat panel monitors received 3-years parts warranty, with free on site labour during year one, which includes the backlight. For Models TFT 450 and TFT500, the backlight is excluded from this warranty and has a separate one-year parts and on site labour warranty.

Compaq monitors (including DIGITAL branded monitors) attached to Compaq or DIGITAL branded products will be entitled to Free On site Repair

if the host system is entitled to Free-On site Warranty and the monitor is within its first year of warranty.

Monitors that are integrated in the chassis of a product receive the same warranty services as the product in which they are integrated (this may include free on-site repair).

### **Uptime Pre-Failure Warranty**

Customers using Compaq Insight Manager version 2.0 or greater may also benefit from the Compaq Uptime Pre-Failure Warranty programme.

If a Compaq server or desktop product, which is monitored by Insight Manager during its service period, has a component that is operating below its pre-determined thresholds, then this component will be considered defective, even if it did not actually fail. It can be replaced or repaired according to the warranty services to which the product is entitled.

Such parts, when returned to Compaq, should be identified in the comments field provided on the service tag as having come from a "pre-failure" event. Predictive thresholds are pre-determined for server, portable and desktop hard drives and ECC memory components.

### **Compaq's Targeted Warranty Service Levels.**

Compaq has established targeted service levels for delivering warranty service on Compaq products. Compaq does not guarantee a response or fix within the stated target service levels.

Warranty service is provided during normal business hours, excluding local holidays, and is based on commercially reasonable efforts by Compaq or a Compaq Service Provider.

The definitions of Compaq's targeted service levels are detailed below:

**On site 4 Hours response:** Compaq aims to ensure that the products will be operational within 4 hours following the end users first notification of equipment failure.

**On site One Business Day:** Compaq aims to ensure that the product will be operational by the end of the next business day following the end users first notification of equipment failure.

For example: Customer reports the failure of a Systems product at any time during business hours on Monday, the product will be fixed by the end of business day on Tuesday.

**On site Two Business Day:** Compaq aims to ensure that the product will be operational by the end of the second business day following the end users first notification of equipment failure.

For example: Customer reports the failure of a Business Desktop product at any time during business hours on Monday, the product will be fixed by the end of business day on Wednesday.

**Carry-in Five Business Day:** Compaq aims to ensure that the product will be operational and available to the end user within five business days following arrival of the faulty equipment at the service providers workshop location.

For example: Customer delivers a faulty Consumer product to a carry-in repair centre at any time during business hours on Monday, the product will be available for collection by the end of business day on the following Monday.

**Carry-in Two Business Day:** Compaq aims to ensure that the product will be operational and available to the end user within two business days following arrival of the faulty equipment at the service providers workshop location.  
For example: Customer delivers a faulty Portable product to a carry-in repair centre at any time during business hours on Monday, the product will be available for collection by the end of business day on Wednesday.

**Mail-in Five Business Day:** Compaq aims to ensure that the product will be operational and returned to the end user within five business days following arrival of the faulty equipment at the local country consolidation location.  
For example: Customer delivers a faulty product to a Mail-in centre at any time during business hours on Monday, the product will be returned to the customer by the end of business day on Tuesday of the following week.

**Pick Up & Return Two Business Day:** Compaq aims to ensure that the product will be operational and returned to the end user within two business days following the pick up of the faulty equipment from the customer.  
For example: Compaq or a Compaq Service Provider pick up the defective unit from the customer any time during business hours on Monday, the product will be delivered back to the customer by the end of business day on Wednesday.

### **Discontinuance of Service and support on Compaq Products**

Compaq confirms that it will provide service and support on all Compaq products for 5 years after the last manufacturing shipment date. Contracted services will be supported as required by the length of the service contract

The discontinuance of any spare parts to support a specific unit will be communicated via a Service Advisory. This will be issued in a sufficient time period so that Compaq Resellers and Service Providers can plan their support strategies to the end-users for units affected.

### **CarePaq Services Information**

Compaq also offers extended/upgraded services under the name of 'Carepaq'. A wide range of Carepaq services is available to cover most current Compaq products. It is the customer's responsibility to register each Carepaq with

Compaq so that the related hardware is automatically allocated the correct extended/upgraded service by the EMEA service management system.

## COMPAQ WARRANTY SERVICES

The following Warranty Services tables summarise the warranty offerings for Compaq products<sup>9</sup>. Please refer to the notes at the end of the table for clarification of terminology, target service levels, and additional information.

### Compaq warranty services

Servers			
Family / Product	Year 1	Year 2	Year 3
Compaq ProLiant Family <sup>23</sup>	1BD on site	1BD on site	1BD on site
Compaq SystemPro Family	1BD on site	1BD on site	1BD on site
Compaq ProSignia Server 200 Series	1BD on site	1BD on site	1BD on site
Compaq ProSignia Server 300 and 500 Series	1BD on site	1BD on site	1BD on site
Compaq Prosignia Server 700 series	2BD on site	parts only	parts only
Compaq Prosignia NeoServer <sup>16</sup>	2BD carry in		
Compaq TaskSmart Servers	1BD on site	1BD on site	1BD on site
Compaq Remote Access Server Family	1BD on site	1BD on site	1BD on site
DIGITAL Server 500/1000/3000/7000/90002	1BD on site	1BD on site	1BD on site
DIGITAL Prioris Servers <sup>1,2</sup>	1BD on site	1BD on site	1BD on site
DIGITAL Prioris XLe Servers <sup>2</sup>	1BD on site	parts only	parts only
AlphaServer 2100VME	parts only		
AlphaServer ES40, DS20, DS10, VS10, 800, 1000A, 1200, 2000, 2100, 3300, 4000, 4100, 5300, 7300, VAX4000, MicroVAX. Internet AlphaServer 400, 1000	1BD on site	1BD on site	1BD on site
AlphaServer 8200, 8400, GS60, GS80, GS140, GS160, GS320, VAX 7000	4HR on site 90 days ATS		
DIGITAL Server Rackmount <sup>4</sup>	1BD on site		

Commercial Desktops			
Family / Product	Year 1	Year 2	Year 3
Compaq Deskpro Family	2BD on site	5BD carry in	5BD carry in
Compaq Deskpro XL Family	2BD on site	5BD carry in	5BD carry in
Compaq Deskpro 2000 Model 1620	5BD carry in	parts only	parts only
Compaq Deskpro 2000 Family	2BD on site	parts only	parts only
Compaq Deskpro 4000 Family	2BD on site	parts only	parts only
Compaq Deskpro 6000 Family	2BD on site	parts only	parts only
Compaq Deskpro EP Family <sup>17</sup>	1BD on site	parts only	parts only
Compaq Deskpro EP SB Series <sup>17</sup>	1BD on site	parts only	parts only
Compaq Deskpro EN Family <sup>18</sup>	1BD on site	1BD on site	1BD on site
Compaq Prosignia 310, 320, 330, 340	2BD on site	parts only	parts only
Compaq Prosignia 305	2BD on site		
Compaq ProLinea	2BD on site	5BD carry in	5BD carry in
DIGITAL PC 3000/5000	1BD on site	parts only	parts only
Celebris / Venturis <sup>2</sup>	1BD on site	parts only	parts only

#### Key to Warranty

Please refer to the Compaq Warranty Offerings section for an explanation of terms.

4HR, 1BD, 2DB, 4BD and 5BD = Targeted Warranty Service Level (business hours/business days).<sup>12</sup>

<b>Workstations</b>			
<b>Family / Product</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Alphastation 2XX, 4XX,5XX, 6XX; Internet AlphaStation 200; VAXStation 4000	1BD on site	2BD carry in	2BD carry in
Compaq Alphastation DS10, DS20	1BD on site	1BD on site	1BD on site
Compaq XP900, 1000 Workstations <sup>20</sup>	1BD on site	1BD on site	1BD onsite
Digital Personal Workstations	1BD on site	parts only	parts only
Compaq Professional Workstation Family, AP200, AP400, AP500, AP700 <sup>18</sup>	1BD on site	1BD on site	1BD on site

<b>Commercial Portables</b>			
<b>Family / Product</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Compaq C Series Family	2BD carry in		
Compaq Aero 1500, 2100, 8000	2BD mail in		
Compaq Portable 486	2BD on site	5BD carry in	5BD carry in
Compaq LTE Family	5BD carry in	5BD carry in	5BD carry in
Compaq Contura Family	2BD carry in	2BD carry in	2BD carry in
Compaq Contura 400 Family	2BD carry in	2BD carry in	2BD carry in
Compaq Contura Aero Family	2BD carry in	2BD carry in	2BD carry in
Compaq LTE Elite Family	2BD carry in	2BD carry in	2BD carry in
Compaq LTE 5000 Family	2BD carry in	2BD carry in	2BD carry in
Compaq Armada 1100 Family	2BD carry in		
Compaq Armada 1500 Family	2BD carry in		
Compaq Armada SB Series	2BD carry in		
Compaq Armada 1700 Family	2BD carry in		
Compaq Armada 3500 Family	2BD carry in	2BD carry in	2BD carry in
Compaq Armada 4000 Family	2BD carry in	2BD carry in	2BD carry in
Compaq Armada 6500 Family	2BD carry in	2BD carry in	2BD carry in
Compaq Armada 7300 Family	2BD carry in	2BD carry in	2BD carry in
Compaq Armada 7400 Family	2BD carry in	2BD carry in	2BD carry in
Compaq Armada 7700 Family	2BD carry in	2BD carry in	2BD carry in
Compaq Armada 7800 Family	2BD carry in	2BD carry in	2BD carry in
Compaq Armada M300	2BD carry in		
Compaq Armada E700, M700	2BD carry in	2BD carry in	2BD carry in
Compaq Armada E500, V300	2BD PUR		
Compaq Notebook 100	5BD Mail in		
Compaq Prosignia 12X, 14X, 16X, 17X, 19X	2BD carry in	parts only	parts only
Compaq Prosignia 15X	2BD carry in		
Compaq Concerto	5BD carry in	5BD carry in	5BD carry in
DIGITAL HiNote VP, VP 70x	5BD carry in		
DIGITAL HiNote VP 7xx <sup>3</sup>	5BD carry in	5BD carry in	5BD carry in
DIGITAL HiNote Ultra	5BD carry in	5BD carry in	5BD carry in

#### **Key to Warranty**

Please refer to the Compaq Warranty Offerings section for an explanation of terms.

**4HR, 1BD, 2DB, 4BD** and **5BD** = Targeted Warranty Service Level (business hours/business days).<sup>12</sup>

<b>Consumer Systems<sup>22</sup></b>			
<b>Family / Product</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Compaq Presario 500 Series	5BD carry in	5BD carry in	5BD carry in
Compaq Presario 700 Series	5BD carry in	5BD carry in	5BD carry in
Compaq Presario 900 Series	5BD carry in	5BD carry in	5BD carry in
Compaq Presario 1000 Series	5BD carry in		
Compaq Presario 2000 Series	5BD carry in		
Compaq Presario 3000 Series	5BD carry in		
Compaq Presario 4000 Series	5BD carry in		
Compaq Presario 5000 Series	5BD carry in		
Compaq Presario 5000 Mini Tower Series	5BD carry in		
Compaq Presario 5220 All-in-One Series <sup>7</sup>	5BD carry in	5BD carry in	5BD carry in
Compaq Presario 5520 Series <sup>7</sup>	5BD carry in	5BD carry in	5BD carry in
Compaq Presario 5700T, 5900T CTO	5BD carry in		
Compaq Presario 7100, 7200 Series	5BD carry in	5BD carry in	5BD carry in
Compaq Presario 7300, 7400, 7500, 7900 Series	5BD carry in		
Compaq Presario 8000 Series	5BD carry in		
Compaq Presario 9000 Series	5BD carry in	5BD carry in	5BD carry in
Compaq Presario 1200, 1600, 1800, 1900 Internet Notebook	5BD carry in		

<b>Printers</b>			
<b>Family / Product</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Compaq PageMarq	2BD on site		
DEClaser 3500 LN14	5BD carry in		
Digital Laser Printer LN15, LN15 plus, LN17, LN17+, LN17+ps, LN20, LN40, LCNO1, LCNO1+, LCN02	1BD on site		
Compaq Laser Printer LN16, LN32	1BD on site		
PrintServer 17/600, PrintServer 32 plus	2BD carry in		
LA30N, LA30W Companion Printer	5BD carry in		
Compaq LA36N, LA36W Companion Printer	5BD carry in		
LA310, LA400, LA400 plus, LA424, LA600, LA700 MultiPrinter	5BD carry in		
Compaq LA450 MultiPrinter	5BD carry in		
LG04plus/LGL4plus, LG08plus/LGL8plus, LG12plus	1BD on site		
Presario IJ 300 Printer	AUR		
Digital Line Printer LG05plus/LGL5 plus	1BD on site		
Digital Line Printer LG09plus	1BD on site		
Digital Line Printer LG14 plus	1BD on site		
RapidPrint 200	5BD carry in		
RapidPrint 500	5BD carry in	5BD carry in	5BD carry in

**Key to Warranty**

Please refer to the Compaq Warranty Offerings section for an explanation of terms.  
**4HR, 1BD, 2DB, 4BD and 5BD** = Targeted Warranty Service Level (business hours/business days).<sup>12</sup>

<b>Storage</b>			
<b>Family / Product</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Compaq Proliant Storage System Model UE	1BD on site	1BD on site	1BD on site
StorageWorks Enterprise Storage Array ESA 10000, ESA 12000 StorageWorks Raid Array RA450, RA3000, RA4000 <sup>24</sup> , RA4100, RA4200, RA8000 StorageWorks Fibre Channel Raid Array RA7000 StorageWorks Network Storage Array SWXNA	1BD on site 90 Days ATS	parts only	parts only
Compaq DLT Library Model 15/30, 20/40, 35/70	1BD on site	parts only	parts only
StorageWorks TL893, TL894, TL 895 DLT, TL896 DLT Tape library systems	1BD on site	parts only	parts only
StorageWorks TL890, TL891, TL892, TZ887 Automated DLT Tape Mini-library	1BD on site	parts only	parts only
StorageWorks TFT5000R Monitor	1BD on site	1BD on site	1BD on site
StorageWorks supported disks: Hard Drives, SCSI Drives, Solid State Drives, CD-ROM Drives	parts only	parts only	parts only
DLT Tape Drives	parts only	parts only	parts only
DAT, QIC, Other Tape Drives	parts only	parts only	parts only
Optical Drives	parts only	parts only	parts only
AC/DC Power Supplies	parts only	parts only	parts only
<b>Digital Classic Storage Products:</b>			
Hard Drives, SCSI Drives <sup>13</sup>	parts only	parts only	parts only
Solid State Drives, CD ROM Drives	parts only	parts only	parts only
DLT Tape Drives	1BD on site	AUR	
DAT Tape drives	1BD on site		
QIC, Other Tape Drives, Optical Drives	parts only		
AC/DC Power Supplies	parts only		

#### **Key to Warranty**

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<b>Networking &amp; Communications<sup>8,11</sup></b>			
<b>Family / Product</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Netelligent Routers	5BD carry in	parts only	parts only
Netelligent Hubs(Repeaters) <sup>5</sup> , and Switches	parts only	parts only	parts only
Netelligent Hubs(Repeaters) and Switches <sup>6</sup>	5BD carry in	5BD carry in	5BD carry in
Netelligent Network Interface Controllers <sup>14</sup>	parts only	parts only	parts only
Microcom Integrated Access Devices <sup>10</sup>	5BD carry in	5BD carry in	5BD carry in
Compaq Remote Access Server	1BD on site	1BD on site	1BD on site
Compaq iPaq Internet Devices	1BD on site		
Compaq IBM 16/4 Token Ring PCI NIC		Lifetime <sup>15</sup>	
Compaq Microcom Remote Access Concentrators <sup>10</sup>	2BD carry in	2BD carry in	2BD carry in
Compaq 10 Base-T unmanaged Hubs		Lifetime <sup>15</sup>	
Digital Network Hardware Etherworks products; DE203, 204, 205, 210, 212, 422, 425, 435, DEPEA, DEPCM <sup>15</sup>	parts only	parts only	parts only
FDDI Adaptors; DEFEA, DEFPA <sup>15</sup>	parts only	parts only	parts only
Stackable Hubs; DETMI, DETML <sup>15</sup>	parts only		
GIGAswitches Multiswitches 600, 700, 900 ATMswitch 900 DECswitch 900 PORTswitch 900	parts only		
DEChub 90, ONE, ONE-MX	parts only		
DIGITAL Access Routers	parts only		
EtherWORKS 3, EtherWORKS ISA		Lifetime <sup>15</sup>	
EtherWorks PCMCIA Adapters	parts only	parts only	parts only
EtherWORKS Turbo PCI 10 Adapters	parts only		
ATMworks 351, 950L	parts only		
FastEtherWORKS PCI 10/100 Adapters	parts only	parts only	parts only
DEC FDDI controller/ESIA Adapters	parts only	parts only	parts only
DECServers 90/700/900	parts only		
EtherNet Repeaters 90, 900	parts only		
DECContrator 900	parts only		
DECbridge 90	parts only		

### Key to Warranty

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<b>Monitors</b>			
See MONITORS section above			
<b>Family / Product</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Qvision 200 and 210, S510	2BD on site		
S700, S710, S900, S910, V55 TCO, V500, V75, V90	2BD on site	parts only	parts only
V700, V900, V1000 <sup>19</sup>	1BD on site	1BD on site	1BD on site
V70 and all other low end monitors	2BD carry in		
P75, P110, P700, P900, P1100, P1610 <sup>19</sup>	1BD on site	1BD on site	1BD on site
Compaq TFT 5000, 5010, 5000S, 7000, 8000, 8020 <sup>19</sup>	1BD on site	1BD on site	1BD on site
Compaq TFT 450 and 500 (excluding backlight)	2BD on site	parts only	parts only
Backlights for Compaq TFT 450 and 500	2BD on site		
Compaq Presario MV400, MV500, MV520, MV700, MV720, MV900, MV920	5BD carry in		
Compaq Presario FP700, FP720, FP730A Flat Panel Monitor	5BD carry in		
DIGITAL Monitors 15"-19" Part #'s FR-PCXAV-** and FR-PCXBV-**	CRU	parts only	parts only
DIGITAL Monitors 21"-24" Part #'s FR-PCXAV-**	1BD on site	parts only	parts only
DIGITAL Monitors 14"-15" Part #'s FR-PCXCV-**	CRU		

<b>Options<sup>2,11</sup></b>			
See OPTIONS section below			
<b>Family / Product</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Compaq PC Card Modems and PC Card LAN Cards	See OPTIONS section above		
Compaq External Modems	parts only	parts only	Parts only
Compaq MP1600 Projector	AUR	AUR	
Compaq Thin Client Terminals T1000, T1500	5BD carry in	5BD carry in	5BD carry in
DIGITAL HiNote Rechargeable Battery Pack	CRU		
Rechargeable Battery Packs see OPTIONS section above	parts only		
Compaq Un-Interruptable Power Supplies <sup>21</sup> T700, T1000, T1500, T2000, T2400, R1500, R3000, R6000	5BD carry in		
Compaq Pro UPS 500 <sup>21</sup>	5BD carry in	5BD carry in	
DIGITAL Un-Interruptable Power Supplies: Prestige Desktop models	parts only	parts only	Parts only
Prestige Series 3000/6000	AUR	AUR	AUR
Powerware Profile, Powerware Plus	1BD on site	1BD on site	
One Plus	parts only	parts only	
Standby UPS	AUR	AUR	AUR

**Key to Warranty**  
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<b>Software Product Warranty</b>	
Factory Installed Operating Systems	90 days telephone support/conformance
PC Application Software purchased from DIGITAL	90 days telephone support/conformance
DIGITAL ServerWORKS Manager	90 days telephone support/conformance
DIGITAL ServerWORKS Quick Launch	90 days telephone support/conformance
Media Diskettes	90 days return to Compaq
Documentation	90 days return to Compaq
Accessories and Supplies	90 days return to Compaq

## NOTES:

- <sup>1</sup> Excludes Prioris XLe Servers.
- <sup>2</sup> DIGITAL Server 7000 Model 73xx Options within the Pedestal or Rackmount that are external to the CPU system drawer are covered by their own warranty attributes, and do not pick up the warranty attributes of the CPU box. Compaq recommends that Customers purchase Supplemental Services upgrades to match Option warranty attributes to System warranty attributes.
- <sup>3</sup> Excludes DIGITAL HiNote VP 70x.
- <sup>4</sup> DIGITAL Server Rackmount warranty is one year On-site and does not pick up the warranty attributes of Systems installed within. Compaq recommends that customers purchase Supplemental Services to extend the warranty of their DIGITAL Server Rackmount to match that of the DIGITAL Servers installed within.
- <sup>5</sup> The Compaq Netelligent 1005, 1009B and 1017 A/B Unmanaged Hubs receive a lifetime Parts-only Warranty
- <sup>6</sup> All new Compaq Netelligent Hubs and Switches released from September 1st 1998 will assume new warranty as described in table.
- <sup>7</sup> The warranty for the new Presario 5000 series products (manufactured during or after 1998) should not be confused with the warranty for the Compaq Presario 5220 and 5520 (manufactured in 1996 or years prior).
- <sup>8</sup> Netelligent products refer to all Netelligent Products manufactured or sold by Compaq. Discontinued, reconditioned or obsolete products may be subject to different warranty terms. Contact your local Compaq Reseller for further information.
- <sup>9</sup> For warranty services and service periods to a Compaq product purchased before March 07, 1994, please refer to the warranty statement supplied with that product.
- <sup>10</sup> Microcom products refer to all Microcom Products manufactured or sold by Compaq. Discontinued, reconditioned or obsolete products may be subject to different warranty terms. Contact your local Compaq Reseller for further information.
- <sup>11</sup> All Thomas Conrad and Networth products manufactured before Jan 01, 1998 are subject to their original warranty terms dependant on proof of purchase being submitted. At Compaq's choice, obsolete products may be replaced by new Compaq products.
- <sup>12</sup> Targeted Service Levels for Carry-in warranties are repair time and do not include shipment time to and from Compaq.
- <sup>13</sup> Digital hard drives carry 5 years part only warranty.
- <sup>14</sup> Netelligent Network Interface Controllers carry lifetime warranty.
- <sup>15</sup> Warranty on these products is extended to lifetime warranty if products are registered with Compaq. Lifetime warranty is limited to five years after Last Manufacturing date.
- <sup>16</sup> NeoServer comes bundled with an advanced replacement CarePaq as standard (EMEA only).
- <sup>17</sup> Deskpro EPs purchased prior to 23<sup>rd</sup> August 1999 have the original warranty entitlement of 3 years parts, one year labour and one year onsite, with 2<sup>nd</sup> BD response.
- <sup>18</sup> Deskpro ENs and Workstations purchased prior to 23<sup>rd</sup> August 1999 have the original warranty entitlement of 3 years parts, one year labour and one year onsite, with a 2BD response.
- <sup>19</sup> Monitors purchased prior to 23<sup>rd</sup> August 1999 have the original warranty entitlement of 3 years parts, one year labour and one year onsite, with a 2BD response.
- <sup>20</sup> XP900/1000 Workstations purchased prior to 1<sup>st</sup> January 2000 have the original warranty entitlement of 3 years parts, one year labour and one year onsite, with a 1BD response.
- <sup>21</sup> If the Compaq UPS is embedded into a Compaq system then the UPS product will assume the greater of, the warranty of the system it is embedded into or, the remainder of its own warranty.
- <sup>22</sup> The Presario range of products are covered by the Compaq One-Year Warranty. Coverage is for parts and labour, and the warranty is valid only in the Geography where the unit was purchased. In EMEA, if the product was bought in the European Union (EU) countries, Switzerland or Norway, you can claim your warranty in any one of these countries. Otherwise the warranty only applies in the country of purchase.
- <sup>23</sup> This includes ProLiant ML and DL products.
- <sup>24</sup> RA4000 storagework products purchased prior to 23<sup>rd</sup> August 1999 have the original warranty entitlement of 3 years onsite, with NBD response.