

# DELL EMC PRODUCT WARRANTY AND MAINTENANCE TABLE

The table below sets forth Dell EMC<sup>1</sup> 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 Dell 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.”

Dell 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 Customer Service Options as well as other important information can be found by clicking the link found [here](#).

Notice: In accordance with widely used business practices in the IT industry and in support of Dell EMC’s worldwide sustainability and recycling initiatives, Equipment may contain components that are (i) previously unused; or (ii) re-manufactured to contain the most current updates, meet all relevant test specifications and be functionally equivalent to previously unused components. Spare, upgrade and/or replacement components may be re-manufactured. Dell EMC warranty terms apply equally to all components. For information on Dell EMC’s recycling and sustainability efforts please [click here](#).

Data Protection Products			
Product	Standard Warranty	Available Support Options <sup>2</sup>	Designated Customer- Replaceable Units (CRUs) <sup>3</sup>
Automated Failover Manager (AFM) Software	90 days; defective media replacement Support during warranty available with purchase of a RecoverPoint or MirrorView maintenance support option.	Premium	None The AFM is included with RecoverPoint or MirrorView software only
Avamar Data Store	2 years; ProSupport 4HR/MC	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD, ProSupport 4HR/MC, ProSupport NBD	Power supply, disk drives
Avamar Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD, ProSupport 4HR/MC, ProSupport NBD	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	None
CloudBoost Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced	None

<sup>1</sup> “Dell EMC”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell quote or invoice and the applicable EMC sales entity (“EMC”) specified on your EMC quote. The use of “Dell EMC” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.

<sup>2</sup> 4HR – 4 hour response objective, MC – mission critical response, NBD – next business day; additional service features are included as part of a purchase of a renewal of an Enhanced, Premium, ProSupport 4HR/MC and ProSupport Plus 4HR/MC Support Option maintenance contract after May 31, 2018 for this Product; provided, that customer has activated and maintains the currently supported version(s) of SupportAssist Enterprise and/or Secure Remote Support tools during the applicable renewal term. These additional service features are specified in the applicable Support Option Service Description that can be found by clicking the link found [here](#). Enhanced and/or Premium Support Option, each, as applicable, is only available as part of a purchase of a renewal of an existing Enhanced and/or Premium Support Option maintenance contract. Customer who have purchased ProSupport with the Mission Critical Option prior to July 18<sup>th</sup>, 2019 or have purchased renewals of that Support Option, please note that your Support Option Service Description was merged with ProSupport NBD, but your Support Option entitlement and service features have not changed.

<sup>3</sup> **Customer Replaceable Units (CRUs):** CRUs are specific assemblies, components, or individual parts of designated Dell EMC equipment that the Customer is authorized by Dell EMC to self-replace. In the event of a failure or technical issue, the Customer may remove and replace a CRU by using Dell EMC-provided diagnostic tools and/or documentation. Assemblies or components not designated as CRUs must be serviced and/or replaced by Dell EMC or a Dell EMC authorized service partner.

## Data Protection Products

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
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, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	Power supply, disk drives, SAS controller on ES20, external fans, bezels, cables and rails
Data Protection Advisor	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
Data Protection Suite	90 day; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
DatabaseXtender Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Integrated Data Protection Appliance	1 year hardware only; Limited	ProSupport Plus 4HR/MC ProSupport Plus NBD (4400 only) ProSupport 4HR/MC ProSupport NBD (4400 only)	None.
Integrated Data Protection Appliance Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC, ProSupport Plus NBD (4400 Only)  ProSupport 4HR/MC ProSupport NBD (4400 Only)	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, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
PowerProtect Equipment	1 year hardware only; Limited	ProSupport Plus 4HR/MC ProSupport Plus 4HR/MC NBD ProSupport 4HR/MC Mission Critical ProSupport 4HR/MC	Power supply, disk drives, SAS controller on ES20, external fans, bezels, cables and rails
PowerProtect Software	90 day; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
ProtectPoint Software	90 day; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
RecoverPoint Equipment	3 years; ProSupport 4HR/MC Mission Critical	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
RecoverPoint Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
SourceOne eDiscovery Equipment	1 year; Enhanced	Premium, Enhanced	Power supply, disk drives
SourceOne eDiscovery Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
SourceOne Family Software (excluding SourceOne eDiscovery)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced ProSupport 4HR/MC, ProSupport NBD	None

## Hyperconverged and Converged Infrastructure

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
PowerFlex (formerly VxFlex/ScaleIO) Software	90 days; Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
PowerFlex (formerly VxFlex/ScaleIO) Ready Node	3 year, hardware only; Limited	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC, ProSupport NBD	Per PowerEdge hardware
PowerFlex (formerly VxFlex/ScaleIO) Appliance	3 year, hardware only; Limited	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC, ProSupport NBD	Per PowerEdge hardware
PowerFlex (formerly VxFlex/ScaleIO) Integrated Rack	90 days, hardware only; Limited	ProSupport Plus 4HR/MC, ProSupport 4HR/MC,	None.
PowerOne	1 year, hardware only; Limited	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC, ProSupport NBD	Per Server hardware
VBlock	90 days, hardware only; Limited	Core, Plus, Premium ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC, ProSupport NBD	Per Server hardware
VxBlock	90 days, hardware only; Limited	Core, Plus, Premium ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC, ProSupport NBD	Per Server hardware
VxRack Node	1 year; Limited	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
VxRail	1 year, hardware only; Limited	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC, ProSupport NBD	Disks, power supply
vSAN Ready Node	3 year, hardware only; Limited	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC, ProSupport NBD	Per Server hardware
XC Products	3 year, Limited	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC, ProSupport NBD	Per Server hardware

## Networking Products

Product	Standard Warranty	Available Support Options	Customer- Replaceable Units (CRUs)*
Dell EMC Networking Product Warranty information is listed at: <a href="https://www.dell.com/en-us/work/shop/networkingwarranty/cp/networkingwarranty">https://www.dell.com/en-us/work/shop/networkingwarranty/cp/networkingwarranty</a>	Dell EMC Networking Product Warranty information is listed at: <a href="https://www.dell.com/en-us/work/shop/networkingwarranty/cp/networkingwarranty">https://www.dell.com/en-us/work/shop/networkingwarranty/cp/networkingwarranty</a>	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD, Basic, as specified on your Dell quote or invoice	CRUs for Networking Products varies by region and Product type. Dell EMC monitors performance and activity for specific Networking components and updates CRU lists based on the latest feedback. For more information about a specific part or component please consult the applicable Product Documentation and contact Dell EMC if you have any further questions.
Connectrix Family of Directors	1 year; Limited	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD,	Power supplies, fans, optics, cables
Connectrix Family of Switches (except Connectrix devices listed below)	1 year; Limited	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD,	Power supplies, fans, SFP, cables and the complete switch when applicable
Connectrix B-Series & MDS Series Management Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None

### OTHER WARRANTY TERMS AND LIMITATIONS RELATED TO NETWORKING PRODUCTS:

- Select Dell EMC Networking products carry a lifetime limited hardware warranty with Basic Hardware Service (repair or replacement) for as long as you own the product as set forth at: <https://www.dell.com/en-us/work/shop/networkingwarranty/cp/networkingwarranty>. Repair or replacement support for any Dell EMC Networking product with limited lifetime warranty does not include configuration or configuration assistance, or other advanced service and support provided by ProSupport and ProSupport Plus services. The warranty does not apply to products purchased before first announcement in Spring 2011. Dates vary by region. Contact customer service to verify if your product qualifies.
- Select Dell EMC Networking products carry an Extended Life Limited Hardware Warranty with Basic Hardware Service (repair or replacement), which extends until 5 years after the end of sales date, as set forth at: <https://www.dell.com/en-us/work/shop/networkingwarranty/cp/networkingwarranty>, subject to the specific clarifications and limitations listed below. Repair or replacement support for any Dell EMC Networking product with Extended Life Limited Hardware Warranty does not include configuration or configuration assistance, or other advanced service and support provided by ProSupport and ProSupport Plus services. The Extended Lifetime Limited Warranty is not transferrable.
  - **Clarifications and limitations pertaining to products with Extended Life Limited Hardware Warranty**
    - B-Series FCX/FCXs — Internal power supply and fans are covered; however, warranty excludes removable optics and LEDs.
    - J-Series EX4200 — Warranty does not include optics and limits fan and power supply to 5 years from date of purchase.
    - W-Series Access Points: W-AP92/93/93H, W-IAP92/93, W-AP104/105, W-IAP105, W-AP124/125, W-AP134/135, W-IAP134/135 — Warranty limits any power supply, antennae or accessories to 1 year from date of purchase.

## Server Products

Product	Standard Warranty	Available Support Options	Customer- Replaceable Units (CRUs)*
Connected Smart-UPS	3 year hardware only; Limited  90 days for BIOS/firmware; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD, Basic	CRUs for Server Products vary by region and Product type. Dell EMC monitors performance and activity for specific Server components and updates CRU lists based on the latest feedback. For more information about a specific part or component please consult the applicable Product Documentation and contact Dell EMC if you have any further questions.
PowerEdge T Series up to 300s, R Series up to 300s,	1 year hardware only; Limited  90 days for BIOS/firmware; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD, Basic	CRUs for Server Products vary by region and Product type. Dell EMC monitors performance and activity for specific Server components and updates CRU lists based on the latest feedback. For more information about a specific part or component please consult the applicable Product Documentation and contact Dell EMC if you have any further questions.
PowerEdge C Series, M Series, MX Series, FX Series, R Series 400s and above, T Series 400s and above, VRTX Series, XR Series, XE Series,	3 year hardware only; Limited  90 days for BIOS/firmware; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD, Basic	CRUs for Server Products vary by region and Product type. Dell EMC constantly monitors performance and activity for specific Server components and updates CRU lists based on the latest feedback. For more information about a specific part or component please consult the applicable Product Documentation and contact Dell EMC if you have any further questions.

### OTHER WARRANTY TERMS AND LIMITATIONS RELATED TO SERVER PRODUCTS:

The limited hardware warranty lasts for the time period indicated on your EMC Quote or your Dell Quote or invoice, and the applicable entry in the tables above, except for the following Dell-branded hardware:

- All variants of ioDrive® NAND Flash devices use a silicon technology that has a maximum number of physical bytes that can be written to the device (the Rated Life). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Rated Life. **ioDrive is a registered trademark of Fusion-io.**
- Your series 5, 6 or 7 PowerEdge RAID Controller (PERC) battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited hardware warranty, we warrant that the battery will provide at least 24 hours of backup coverage during the 1-year limited hardware warranty period. Service offerings such as ProSupport and ProSupport Plus services may be available to provide longer service periods for an additional fee.
- Your Series 8/9 PERC controller battery comes with a 3-year limited hardware warranty, which cannot be extended beyond 3 years. Service offerings such as ProSupport and ProSupport Plus services may be available to provide longer service periods for an additional fee.
- Enterprise SATA value/mix use solid-state drives (SSDs), enterprise SATA read intensive SSDs and slim SATA SSDs are not eligible for purchase of extended warranty coverage beyond 3 years, unless purchased with a separate service offering such as ProSupport or ProSupport services, which may be available to provide longer service periods for an additional fee.
- Dell power distribution units (PDUs) and keyboard/monitor/mouse consoles (KMMs) purchased independent of a system carry a 1-year limited hardware warranty. Dell PDUs and KMMs purchased with a system are covered by the greater of 3 years or the term of the system limited hardware warranty.
- All variants of PowerEdge Express Flash PCI Express (PCIe) SSD devices carry the length of the limited hardware warranty coverage for the Dell system with which the PowerEdge Express Flash PCIe SSD device is shipped. PowerEdge Express Flash PCIe SSD devices are not eligible for purchase of extended warranty coverage beyond a total of 5 years of coverage from the original shipment date unless purchased with a separate service offering such as ProSupport or ProSupport services. Additionally, PowerEdge Express Flash PCIe SSD devices use a silicon technology that has a maximum number of physical bytes that can be written to the device (the Device Life). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Device Life.
- Enterprise SATA, SAS and NVMe SSDs purchased as a component of Dell EMC Server Products are not eligible for purchase of extended warranty coverage beyond 3 years from the original shipment date, unless purchased with a separate service offering such as ProSupport or ProSupport services. All such SSD devices have a maximum Device Life. The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials but does not cover problems related to the device reaching its maximum Device Life.

## Storage Products

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
AppSync	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD,	None
Blade Logic Brand Software	No longer available for sale; maintenance only	Premium, Enhanced	None
Centera Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
CLARiiON AX4 series equipment	3 years; Enhanced	Premium, Enhanced,	All AX4-5 replacement parts are CRUs except for the chassis/midplane; 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,	Not Applicable
CLARiiON CX4-series Equipment	No longer available for sale; maintenance only	Premium, Enhanced	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
CloudArray Software (Appliance and Virtual Edition)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
CloudArray Appliance Equipment	1 year; Limited	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	Disk Drives, Power Supply
CloudLink Secure VM	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
Cloud Tiering Appliance – Virtual Edition (CTA/VE) Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
Dell EMC Integrated System for Microsoft Azure Stack Hub platform software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
Dell EMC Integrated System for Microsoft Azure Stack Hub scale unit equipment	1 year; Limited	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD,	None
Disk Library DL1500, DL3000, and 3D 4000 Family Equipment	3 years; Enhanced	Premium, Enhanced	None
Disk Library Family Equipment (except for DL1500, DL3000, and 3D 4000)	2 years; Premium	Premium	None
Disk Library for Mainframe, DLm8000/6000/2000/1000, DLm8100 w/VMAX, DLm8100 w/DD, DLm8500 w.VMAX, DLm8500 w/DD, DLm2100 w/DD, DLm2100 w/VNX	2 years; ProSupport 4HR/MC Mission Critical for DLm8100 w/VMAX, DLm8100 w/VNX/DD, DLm2100 w/DD, DLm2100 w/VNX  2 years; Premium for DLm8000/6000/2000/1000	Premium for DLm8000/6000/2000/1000  Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC for DLm8100 w/VMAX, DLm8100 w/VNX/DD, DLm2100 w/DD, DLm2100 w/VNX	None

## Storage Products

DSSD D5	1 year; Limited	Premium	None
ECS Appliance Equipment	Equipment: 1 year; Limited	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
ECS Appliance Software	90 days; defective media replacement. Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
Geographically Dispersed Disaster Restart Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Greenplum Data Computing Appliance (DCA)	1 year hardware only; Limited	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
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)	None
Greenplum DCA OE (operating environment Software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
Isilon and/or PowerScale Family Equipment	1 year hardware only; Limited	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD, ProSupport 4HR/MC, ProSupport NBD	Power supplies, power cables, NVRAM batteries (applies only to Isilon Gen6), Hard Disks, Rail kits, IB switches, IB cables, faceplates
Isilon and/or PowerScale Family Software	90 day; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
Mainframe Disk Library (MDL) Equipment	1 year; Basic	Premium, Enhanced, Basic	Disk drives, power supplies
Mainframe Disk Library (MDL) Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
Open Migrator/LM Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Open Replicator for Symmetrix Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
PowerExchange PWX Connector to Greenplum	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
PowerMax Equipment	1 year hardware only; Limited	ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
PowerMax Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC, ProSupport 4HR/MC Mission Critical	None
PowerPath Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
PowerStore	Hardware - 1 year hardware only; Limited Software - 90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	DIMMs, Fans, LCC, Drives, I/O cards Node processor, cables
ProSphere Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Basic	None

## Storage Products

SRDF Family Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
Storage Resource Management Suite	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
Symmetrix DMX Enginuity (operating environment software)	3 years; Premium	Premium	None
Symmetrix Management Console Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Symmetrix Manager Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None
Symmetrix Optimizer Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
Symmetrix DMX Family Equipment (excluding Symmetrix VMAX)	3 years; Premium	Premium	None
Symmetrix VMAX, VMAXe, VMAX 10K/40K Enginuity (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium1, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
Symmetrix VMAX, VMAX 10K/40K Family Equipment	3 years; ProSupport 4HR/MC Mission Critical	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
Symmetrix VMAX3 100K/200K/400K Family Equipment	3 years; ProSupport 4HR/MC Mission Critical	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
Symmetrix VMAX3 100K/200K/400K HyperMax OS (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium1, ProSupport Plus 4HR/MC, ProSupport 4HR/MC Mission Critical	None
Telestream Flip Factory (Vantage) Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
Unity All Flash Family Equipment  Unity 350F Unity 450F Unity 550F Unity 650F Unity XT 380F Unity XT 480F Unity XT 680F Unity XT 880F	1 year, hardware only; Limited  Software (Unity OE) – see below	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	Drives, power supply, I/O card, storage processor, cables, memory, link control card, SSD, fan, SFP
Unity Hybrid Family Equipment  Unity 300 Unity 400 Unity 500 Unity 600 Unity XT 380 Unity XT 480 Unity XT 680 Unity XT 880	1 year, hardware only; Limited  Software (Unity OE) – see below	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	Drives, power supply, I/O card, storage processor, cables, memory, link control card, SSD, fan, SFP
UnityVSA Professional Edition	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced, ProSupport 4HR/MC ProSupport NBD	None



## Storage Products

Unity OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
Unity optional software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport Plus NBD ProSupport 4HR/MC ProSupport NBD	None
VFCache	3 years; Enhanced	Premium, Enhanced	VFCache PCIe card
ViPR	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
ViPR SRM	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
VMAX All Flash Family Equipment  VMAX 250F, FX; VMAX 450F, FX; VMAX 850F, FX; VMAX 950F, FX	1 year; Limited	Premium, ProSupport 4HR/MC, ProSupport Plus 4HR/MC	None
VMAX 10K File	3 years, Premium	Premium	None
VMAX NAS Gateway with VNX VG10 or VNX VG50 Data Movers	3 years, Enhanced	Premium, Enhanced	Power supply, UltraFlex I/O module, SFP, management module
VNX CA	3 years, ProSupport 4HR/MC	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport 4HR/MC Mission Critical, ProSupport 4HR/MC	Disks, power supply, fan assembly, SFP, link control card, UltraFlex I/O module, management module
VNX F	1 year, hardware only; Limited  Software (VNX OE) – see below	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	Disks, power supply, fan assembly, SFP, link control card, UltraFlex I/O module, management module
VNX OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
VNX optional Software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
VNX VG2 VNX VG8 VNX VG10 VNX VG50	3 years, Enhanced	Premium, Enhanced	Power supply, UltraFlex I/O module, SFP, management module
VNX5100	3 years, ProSupport 4HR/MC	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	Disks, power supply, standby power supply, SFP, link control card
VNX5150	3 years, Basic	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	Disks, power supply, standby power supply, SFP, link control card
VNX5200 VNX5400 VNX5600 VNX5800 VNX7600 VNX8000	3 years, ProSupport 4HR/MC	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	Drive, power supply, fan assembly, SFP transceiver, link control card, UltraFlex I/O module, management module
VNX5300	3 years, ProSupport 4HR/MC	Premium, Enhanced, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	Disks, power supply, standby power supply, SFP, link control card, UltraFlex I/O module, management module
VNXe OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport 4HR/MC (VNXe3300)	None

## Storage Products

		Premium, Enhanced, Basic, ProSupport 4HR/MC (VNxe3100, VNxe 3150 and VNxe3200)	
VNXe optional Software products	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, ProSupport 4HR/MC (VNxe3300)  Premium, Enhanced, Basic, ProSupport 4HR/MC	None
VNXe1600, VNXe3150 and VNXe3200	3 years, Basic	Premium, Enhanced, Basic, ProSupport 4HR/MC	Disk, power supplies (DAE and DPE), I/O card, storage processor, AC/Fibre cables, memory, link control cards (LCC), and SSD
VNXe3300	3 years, ProSupport 4HR/MC	Premium, Enhanced, ProSupport 4HR/MC	Disk, power supplies (DAE and DPE), I/O card, storage processor, AC/Fibre cables, memory, link control cards (LCC), and SSD
VNX-VSS OE (operating environment software for VNX-VSS)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Enhanced, Basic, ProSupport 4HR/MC	None
VNX-VSS100	1 year, Limited	Enhanced, Basic, ProSupport 4HR/MC	Disks, power supply, standby power supply, SFP, link control card, UltraFlex I/O module
VPLEX All Flash Family Equipment	3 years, hardware only; Limited Software (VPLEX OE) – see below	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
VPLEX Family Equipment	3 years, hardware only; ProSupport 4HR/MC Mission Critical  Software (VPLEX OE) – see below	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
VPLEX OE (operating environment software)	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
XtremIO Equipment	1 year; Limited	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
XtremIO SW Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, ProSupport Plus 4HR/MC, ProSupport 4HR/MC	None
XtremSF	3 years or maximum endurance reached, whichever occurs first; Basic. Replacement of server flash PCIE cards that have reached their maximum endurance is not included. Contact Dell EMC or an authorized Dell EMC partner to purchase a replacement when maximum endurance has been reached. Refer to the XtremSF user guide for additional information regarding maximum endurance.	Premium, Enhanced, Basic	XtremSF PCIe card
XtremSW Cache	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced, Basic	None
XtremSW Suite	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium, Enhanced	None
z/OS Storage Manager Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Premium	None

## Other Software Products

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
Software (all other Dell 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	None

## Other Software Products

Product	Standard Warranty	Available Support Options	Designated Customer- Replaceable Units (CRUs)*
Streaming Data Platform Subscription	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC	None
Streaming Data Platform TLA	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	ProSupport Plus 4HR/MC ProSupport 4HR/MC	None

Copyright © 2020 Dell Inc. or its subsidiaries. All Rights Reserved. Dell, EMC, Dell EMC and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners. H4276.130  
Rev. April 21, 2020