

NEW PRODUCT WARRANTY AND OTHER SERVICES PROVIDED WITH THE PURCHASE OF GENUINE H3C PRODUCT

Warranty term starts at date of purchase – Effective for purchase date beginning July 1, 2009					
Products/Product Families	PRODUCT WARRANTY		OTHER BENEFITS PROVIDED WITH PRODUCT REGISTRATION**		
	Hardware Repair/Replace	Software Replace Media, Bug Fix	Hardware In-Warranty Fulfillment	Knowledgebase Online Support	Software Updates****
Enterprise Stackable Switches: H3C Switch S3100, S3600, S3610, S5100, S5500, S5600, S5800	Limited Lifetime*	90 Days	Advance Hardware Replacement***	Limited Lifetime*	Limited Lifetime*#
Enterprise Stackable Switches: S5820	1 Year	90 Days	30 Day Return To Factory	Limited Lifetime*	Limited Lifetime*
Enterprise Wireless Access Points, Bridges, Switches and Controllers- H3C	1 Year	90 Days	30 Day Return To Factory	Limited Lifetime*	Limited Lifetime*
Enterprise Modular Switches: H3C Switch S9500, S7500, S7500E, S12500	1 Year	90 Days	30 Day Return To Factory	Limited Lifetime*	Limited Lifetime*
Enterprise Routers: H3C Router AR-18, AR-28, AR-46, SR66	1 Year	90 Days	30 Day Return To Factory	Limited Lifetime*	Limited Lifetime*
Enterprise security products	1Year	90 Days	30 Day Return To Factory	Limited Lifetime*	Limited Lifetime*
Multi-Services Routers (MSR) H3C	1Year	90 Days	30 Day Return To Factory	Limited Lifetime*	Limited Lifetime*
Transceivers: SFP, XFP	1 Year	90 Days	30 Day Return To Factory	Limited Lifetime*	Does Not Apply
Power Adapters, Power Supplies, Redundant Power Systems. RPS1000, RPS800, RPS500 – H3C	1 Year	90 Days	30 Day Return To Factory	Limited Lifetime*	Does Not Apply
Enterprise Advanced Software	Does Not Apply	90 Days	Does Not Apply	Limited Lifetime*	Limited Lifetime*
Intelligent Management Center Software (IMC)	Does Not Apply	90 Days	Does Not Apply	Limited Lifetime*	Not Included

Note: Warranty entitlement may differ by country, please refer to www.H3CNetworks.com for product specific details.

* Limited Lifetime. Lifetime for as long as the original purchaser (“Customer”) owns the product, or for 5 years after the effective date of the 3Com’s discontinuance of sale of the product, whichever occurs first. Product Warranty and other services are not transferable.

** Other Benefits Provided with Product Registration. These Benefits are not included as part of the Warranty and 3Com reserves the right to modify or cancel this offering at any time, without advance notice. This offering is not available where prohibited by law. Benefits are effective at Warranty start date, and are enabled with Product registration. Customers receive a User ID with eSupport registration.

*** Advance Hardware Replacement. For the duration of Warranty, replacement Product is dispatched from 3Com after approval of an RMA request, as follows. Next Business Day/NBD: US 48 contiguous states – same day ship with next business day delivery when call received before 5:00 PM Eastern time; Rest of North America (incl. Alaska and Hawaii) – same day ship when call received before 5:00 PM Eastern time; Western Europe – same day ship when call received before noon Greenwich time; Rest of World – Regional Restrictions Apply. Add one (1) day for Products with encryption. Actual delivery times may vary depending on Customer location. Reasonable commercial efforts apply.

**** Software Updates. Download Access to maintenance / bug fix releases for the software version purchased. # For Enterprise Stackable Switches, Software Updates includes all releases within a licensed 3Com OS (Comware) or equivalent software level.

WARRANTY DISCLAIMER. Warranty benefits are only granted with the purchase of genuine H3C products. This document is a summary only and is not legally binding. For complete warranty terms, please refer to the warranty information which accompanies each product. The content in this summary chart is subject to change without notice. The content is current at date of publication.

To enhance and/or extend Product Warranty and other services, 3Com Installation and Maintenance Services are available for purchase.