



NETWORK PRODUCTS WARRANTY AND SERVICE INFORMATION

Limited Warranty and Allocation of Liability

Digital products are warranted against defects in workmanship and material for the period specified in the table below and commencing on the date of delivery to the customer. Products that do not operate when first installed are specifically not covered under the above limited warranty. In such cases, the purchaser should contact the salesperson or organization who sold the product to receive a new replacement product. Digital does not warrant that the operation or execution of any product will be uninterrupted or error free.

Exclusive Remedies: Digital will repair or replace any defective Digital product reported to Digital during the warranty period. Repair or replacement will be done at a Digital facility. At its option, Digital may refund the purchase price in lieu of providing a repaired or replacement product. Replacement may be with the same model product, or a functionally equivalent product, at the discretion of Digital.

Warranty Limitations: Digital warranties do not apply to conditions resulting from improper use, external causes, or modifications to the Digital product.

Third Party Products Warranty: Digital does not warrant third party products, which Digital distributes "as is". Third party products may be warranted by the manufacturer as expressly provided in the third party documentation accompanying the products. Purchaser's remedy under any third party warranty is provided in the third party documentation accompanying the product.

Limited Warranty

Except as expressly set forth in this warranty, no other warranties or conditions, expressed or implied, apply. Digital expressly excludes the implied warranties or conditions of merchantability and fitness for a particular purpose, and those arising by statute or otherwise in law or from a course of dealing or usage of trade. Digital's liability to you for any claim or damages relating to any defective product or for any other claim arising out of the purchase or use of this product will be limited to its actual purchase price paid to Digital or to its authorized reseller. Digital's entire liability is limited to direct damages only. In no event shall Digital be liable for any incidental, consequential, special or indirect damages for any loss of data or programs, loss of use, lost profits or any economic loss, regardless of the form or action (whether contract, tort including negligence, or statutory).

Some jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion or limitations of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which depend on local law.

Network Products Limited Warranty ¹

Product	Coverage	Service Upgrades
Network hardware	1 year Return to Digital (RTD) ²	Ethernet 10baseT stackable hubs are extended to lifetime limited warranty when the registration card is returned to Digital. ³
EtherWORKS Hub	3 years Return to Digital (RTD) ²	
EtherWORKS network adapters	3 years Return to Digital (RTD) ⁴	Extended to lifetime limited warranty when used in the same CPU and the product registration card is returned to Digital.
FDDI/PCI adapters FDDI/EISA adapters	3 years Return to Digital (RTD) ⁴	Extended to lifetime limited warranty when used in the same CPU and the product registration card is returned to Digital.
Application software	90 days conformance to Software Product Description (SPD)	Software upgrade service is available.
Adapter driver software	90 days	Software upgrade service is available.
Media diskettes	90 days	Media and documentation services are available on a selected basis.
Documentation	90 days	Media and documentation services are available on a selected basis.

¹ On site warranty is available for purchase in most locations. Please consult your salesperson for details.

² Digital will ship the replacement product at its expense immediately upon determining that the product problem has been isolated to the product under warranty. In North America, customers usually receive a replacement product within two business days of placing a service call. In all other locations, Digital will ship the replacement product by similar means, and its receipt will depend upon the distance shipped as well as local administrative process.

³ Ethernet 10baseT stackable hubs consist of the DECrepeater 90T-16 and the DECrepeater 90TS. Lifetime limited warranty provides an advanced replacement of the same model or functionally equivalent product with a subsequent Returned the defective product to Digital.

⁴ The purchaser returns the warranted adapter product to a Digital Return Center, and then Digital will send the repaired or replacement product within two business days of receipt of the faulty product

Warranty starts on the date of delivery from Digital or your authorized reseller. Purchaser pays transportation for RTD warranty returns to the nearest Digital Return Center. Digital pays transportation for RTD warranty returns to Purchaser.

Warranty Claims Requirements

Claims made pursuant to this warranty must conform to the following requirements:

- Fault diagnosis is the sole responsibility of the purchaser.
- The purchaser shall package and prepay transportation cost of any product sent to Digital.
- The purchaser assumes the risk of loss or damage of parts in transit to Digital.

How To Make a Warranty Claim

Consult the purchase documents for the product or call Digital or the authorized reseller in the country of purchase if you have any questions concerning your warranty terms and conditions.

Pre-Call Checklist

Before calling Digital or your authorized reseller, please follow the pre-call checklist.

- ✓ Consult your product's user documentation to assure that your system is properly configured.
- ✓ Execute the diagnostics program provided with your product and record the information. Consult the diagnostics documentation for more information.
- ✓ Write down the product's model number.

Digital Phone Support

When you have completed the pre-call checklist, telephone the service number for your country.

If your country is not in the following list, please consult the salesperson who sold you the Digital product.

Country	Service Number	Country	Service Number	Country	Service Number
United States	1 800 354 9000	Italy	1 678 20062	Portugal	1 388 9100
Australia	008 252 277	Japan	0120 500391	Puerto Rico	800 981 4764
Austria	0222 86630 2000	Korea	2 3771 2852	Republic of Ireland	01 381216
Belgium	02 729 77 44	Malaysia	800 3248	Russia	974 76 38
Brazil	0 800 218499	Mexico	91 800 00210	Singapore	336 6129
Canada - English	1 800 267 5251	Netherlands	030 83 2888	South Africa	0800 115 339
- French	1 800 267 2603	New Zealand	0800 801 272	Spain - Madrid	900 583 4257
Denmark	80 30 10 05	Northern Ireland	0232 381381	- Barcelona	900 200 084
Finland	9800 2870	Norway	22 76 86 00	Sweden	08 98 88 35
France	1 69 87 41 23	People's Republic of China		Switzerland	155 21 61
Germany	0 89 95 91 2500	- Beijing	1 849 2266	Taiwan	2 577 8915
Hong Kong	2805 3388	- Guangzhou	20 666 5666	Thailand	312 0280
India	91 80 3344077	- Shanghai	21 545 7465	United Kingdom	01 256 57122
Indonesia	6221 5721077	Philippines	811 5028	Venezuela	800 344482
Israel	09 59 3300	Poland	22 48 74 80		

Electronic Software and Firmware Updates

EtherWORKS adapter family and FDDI EISA/PCI adapter software driven and software updates are frequently posted in the Network Product Business bulletin board service (1 508 486 5777 in the United States). The software is also available on the Internet. You can access this area from the World Wide Web using a browser. The Universal Resource Locator(URL) is: <ftp://ftp.digital.com/pub/DEC/adapters/>

Firmware and firmware updates for the DEChub family (except router and remote access products) and the GIGAswitch FDDI product are available on the bulletin board service and on the Internet using the following URL: <ftp://ftp.digital.com/pub/DEC/hub900/>

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