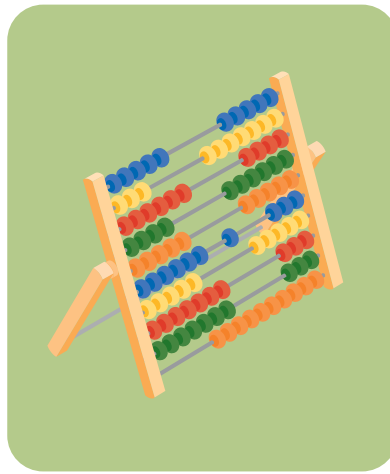


dealer guide to warranties for hp storage products



It is important that you and your customers can trust the performance and reliability of HP storage products and supplies. For this reason HP provides warranties that are fair, easy to understand and simple to manage. This means that in the unlikely event that your customers experience a problem with defective HP storage products, the problem can be resolved, providing it falls within the terms of the warranty.

We want to ensure that you and your customers understand how HP's warranties work. To help you assess and validate a customer's claim HP has devised this guide to warranties for HP storage products.

hp's warranty for storage products

HP warrants that the media product is free from defects in materials and workmanship throughout the normal working life of the product (where the warranty is limited lifetime). If HP receives notice of a defect during the warranty period, HP will replace the product or offer credit.

In this warranty statement, 'limited lifetime' is defined as the normal working life of the product.

The table below shows the limited lifetime warranty of HP storage products.

what does the warranty cover?

HP is only liable for defects in workmanship and materials during the normal lifetime of the product.

If a product is faulty and returned within the warranty period, HP will replace it. However it is important to note that HP is not liable for lost data or consequences arising from any data loss.

The warranty only covers genuine HP storage media products that display the HP logo.

what is not covered under the warranty?

- cartridges that have been modified in any way or tampered with
- products which have been damaged due to transportation
- products which have been refurbished
- products that are not HP branded

hp's commitment to our customers

We are committed to providing our customers with consistently high quality data storage. We maintain these standards by supplying only genuine HP products. HP's warranties are designed to give your customers a high level of protection and satisfaction within the lifetime of the product.

To help you establish whether your customer's product falls within the terms of the warranty, just run through this simple checklist. If you follow these steps HP can ensure that genuine warranty claims are dealt with swiftly and professionally.

type of cartridge	number of passes	number of full back-ups
DDS	2,000	100
DLT	1,000,000	100
Ultrium	1,000,000	100
Travan	10,000	100
Magneto Optical (MO - WORM)	write once	14X 10,000,000 and 1X, 2X, 4X, and 8X 100,000,000
Magneto Optical (MO - rewritable)	14X rewrite 1,000,000 times and 1X, 2X, 4X, and 8X rewrite 10,000,000 times	14X 10,000,000 and 1X, 2X, 4X, and 8X 100,000,000

your simple warranty checklist

To help you establish whether your customer's product falls within the terms of the warranty, just run through this simple checklist. If you follow these steps HP can ensure that genuine warranty claims are dealt with swiftly and professionally. Our warranty does not cover products that are empty, refurbished, remanufactured, misused or modified in any way.



the four step inspection process

1. Familiarise yourself with the product's warranty statement
2. Check the 'limited lifetime' warranty cover
3. Make a careful visual inspection of the cartridge
4. Inspect the tape

how to inspect storage media

- Make sure that an official HP label is used on the cartridge and is placed on the designated areas: either on the face of the cartridge or on the spine to the left of the write protect switch. Do not place labels on top of labels, this can result in the top label peeling away and causing the tape to stick in the drive.
- Look at the edges or seams of the cartridge for cracks, splits or dents which are typical signs of dropped or mishandled media.
- Check that the write protection switch is still operable. It should move from side to side with a positive 'click'.

checking the surface of the tape

DDS tape

On the reverse of the cartridge there are two vertical grooves. At the base of these are two notches, press these in and slide the plastic plate to the bottom. Flip the top forward to expose the tape (1).

DLT tape

First press the switch down as shown in the picture. This acts as a release mechanism to lift the flap and expose the tape (2).

Travan tape

Flip open the lid that is located on the top of the tape (3).

Ultrium tape

Slide the door open from right to left, this is located in the opposite corner to where the write protect switch is. By sliding this back reveals the leader pin, check that the tape is still attached and that the leader pin itself sits within the recess at the top and bottom on the inside of the cartridge (4).

In every case the tape should be shiny and clean. If it looks dull, dirty or scratched this could indicate poor storage or misuse.

inspecting DLT, Travan and Ultrium media

Check that the screws on the reverse side of the cartridge are still in place and have not been tampered with. Look for marks on the screw heads which could have been made by a screwdriver.

Check that the corners are intact and there's no evidence of deformation in the cartridge.

checking the re-tension spring on DLT and Ultrium media

Check that the re-tension spring in the spindle in the middle of the cartridge is still working. Gently press down on the spindle. If the spring is still operable you should meet resistance. Release the spring and it should move back to its original position.

