

July 1, 1993

Repair/Exchange Policy

This policy defines:

1) Standard unit charges for repair of out-of-warranty products.

2) Time and Material (T&M) charges for repair of products without a standard unit charge. Repair of some discontinued products may not be possible and customers must check with our Customer Support Group to verify that a product can be repaired.

3) Procedures and charges associated with Zetaco's Repair/Exchange Policy.

Repair and exchange charges, outlined in the following tables, are reviewed for update every January 1 and July 1, coinciding with the semi-annual update of the price lists.

Standard Repair Charges

Standard unit repair charges are established to cover the typical cost of repair of returned units. Zetaco targets a repair turnaround time of seven days for products manufactured by Zetaco for which standard unit charges are established. Repairs are warranted by Zetaco for 30 days.

Units without standard prices, or those requiring repair due to improper treatment, field repair or unauthorized modification, will be repaired on a T&M basis, with a minimum of 4 hours.

Zetaco-manufactured products for which standard repair charges have not been established are repaired T&M on a "best efforts" basis. Customers are advised to ask Zetaco's Customer Support Group to estimate repair time.

Vendor-repaired parts will be subject to vendor turnaround time, which is typically 30 days on peripheral devices. Zetaco works with vendors to try to improve repair turnaround time whenever possible.

Time & Material Charges

Factory service: \$80 per hour, 4 hours minimum.
On-site technical assistance: \$100 per hour, 8 hours minimum, plus expenses, based on availability.

Shipping Charges

Customer pays shipping in most cases. On products returned for repair that are In-Warranty; Zetaco pays the freight charges one way, the customer pays the freight charges the other. All shipments are normally made by UPS ground service. If faster service is required, it will be at the customers expense.

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Repair/Exchange Standard Unit Pricing /on Zetaco's Active Products

Prices are shown in U.S. dollars. Effective July 1, 1993 through December 31, 1993, and subject to change without notice.

Description	Part Number	Out-Of-Warranty		In-Warranty	
		Repair	Exchange	Repair	Exchange
Disk Controllers					
SCZ-3(3.2)	500-492-00	\$480	\$690	N/C	\$210
SCZ-2	500-452-00	\$480	\$525	N/C	\$125
SCZ-2 DP		\$480	\$525	N/C	\$125
SCZ-6	500-0509-00	\$480	\$690	N/C	\$210
SCZ-6D	500-0518-00	\$480	\$690	N/C	\$210
Tape Controllers					
SCZ-6T	500-0517-00	\$480	\$690	N/C	\$210
Paddleboards					
ALL MODELS		\$200	N/A	N/C	N/A
ACTIVE PRODUCTS					
Upgrades to Current Revision Level		<i>FPR Charge</i>	(Out of Warranty)		
		<i>T & M basis</i>	(In Warranty)		
No Problem Found In-Warranty		\$200			
Expedite Fee (Best Effort Basis)		\$ 50			

Repair Service Pricing on Zetaco's Build-to-Order Products

Prices are shown in U.S. dollars. Effective July 1, 1993 through December 31, 1993, and subject to change without notice.

Description	Part Number	Out-Of-Warranty		In Warranty	
		Repair	Exchange	Repair	Exchange
Disk Controllers					
SCZ-3R (3.2)	500-492-00	\$480	\$690	N/C	\$210
SCZ-5	500-495-00	\$480	\$690	N/C	\$210
SCZ-1	500-475-00	\$400	N/A	N/C	N/A
Tape Controllers					
BMX-2	500-387-00	\$480	N/A	N/C	N/A
	500-457-00	\$480	\$685	N/C	\$205
Other Controllers					
LPC-3	500-436-00	\$400	N/A	N/C	N/A
PE-510	500-270-03	\$400	N/A	N/C	N/A

These rates also apply to controllers designed specially for OEM's.
N/A = Not Available. N/C = No Charge.

Repair Service Pricing on Zetaco's Discontinued Products

Prices are shown in U.S. dollars. Effective July 1, 1993 through December 31, 1993, and subject to change without notice.

Description	Part Number	Out-Of-Warranty		In Warranty	
		Repair	Exchange	Repair	Exchange
Controllers					
SCZ-4	500-479-00	\$480	\$690	N/C	\$190
TC-133	500-242-00	\$400	N/A	N/C	N/A
DC-297	500-405-00	\$560	N/A	N/C	N/A
	500-405-01	\$560	N/A	N/C	N/A
BMX-3AP	500-446-00	\$480	\$690	N/C	\$210
ARZ-1	500-421-00	\$480	N/A	N/C	N/A
	500-444-00	\$480	N/A	N/C	N/A
	500-470-00	\$480	\$685	N/C	\$205
ZDF-1	500-294-00	\$560	N/A	N/C	N/A
DC-295	500-248-00	\$560	N/A	N/C	N/A
DC-295C	500-383-00	\$560	N/A	N/C	N/A
DC-296	500-384-00	\$560	N/A	N/C	N/A
DC-296C	500-284-00	\$560	N/A	N/C	N/A
MX-340	500-250-00	\$400	N/A	N/C	N/A
BMX-1	500-400-00	\$560	N/A	N/C	N/A
BMX-3	500-404-00	\$560	N/A	N/C	N/A
STA-2	500-439-00	\$560	N/A	N/C	N/A
STA-1	850-433-00	\$560	N/A	N/C	N/A

N/A = Not Available. N/C = No Charge. T&M = Time & Material charge: \$80 per hour, 4 hours minimum.

