Datacube Warranty and Maintenance Services

Datacube offers a comprehensive range of hardware warranty repair and software maintenance services to support your products and projects. Each generation of Datacube products has been designed to provide more reliable performance. Still, customers are reassured to know that timely and effective hardware repair options are available. Also available are software maintenance plans to provide developers with the latest versions, features, and bug fixes to support their applications.

Each step of the hardware repair cycle — from your first phone call through repairing, testing, and inspection — is part of the overall ISO 9001 plan at Datacube. With constant improvement as our goal, you are assured of receiving high quality repair service.

Hardware Warranty Repair Services

A one year warranty is included with the sale of new hardware products. If a Datacube hardware product under warranty fails, it may be returned to the factory where it will be repaired or replaced free of charge. The repair will be completed within 20 working days from receipt.

Warranty plans can be purchased to provide faster service during the first year of coverage, or to provide any desired level of service beyond the first year. Plans providing 20-, 10-, 5-, or 2-working day turn around times are available for Datacube board-level products. Plans providing 20- or 2-working day turn around times are available for Datacube system-level products. Contact the factory for availability of 10-, 5-, and 2-day services.

Prompt Quality Service

A Customer Service Representative is available to help you from 9:00 a.m. to 5:00 p.m. Eastern Time. Our representative will take your repair call and give you a Return Materials Authorization number. When your equipment arrives at the factory, it is immediately logged into our tracking system and tested to verify the problem. Repairs are performed by highly skilled technicians using modern test equipment. After repair, your board or
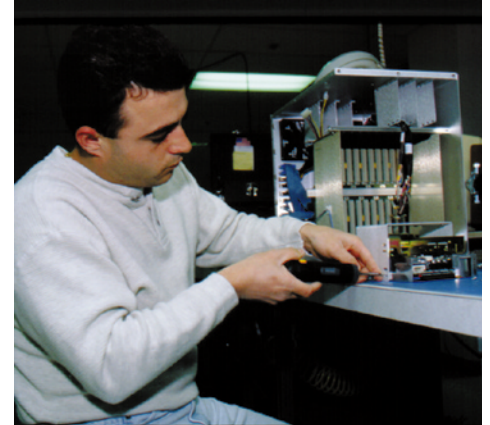
Comprehensive customer service plans are available for both the warranty of hardware (including system level products) and maintenance of software products manufactured and sold by Datacube.

system is retested to insure conformance with functional test standards, and it is inspected for quality workmanship.

Software Maintenance Service

Datacube offers maintenance for the ImageFlow, PC ImageFlow, and DatacubeWiT software packages. Software maintenance entitles customers to automatically receive full releases (software and documentation) that may occur during the period of software maintenance. Additionally, interim bug fix releases are available to software maintenance holders upon request (software only). Datacube Sales, Customer Services, or Development Support personnel can assist with such requests.

One year of software maintenance service is included with the sale of Datacube software. Software maintenance may be extended by purchasing one or two year plans. As is the case with hardware warranty services, the most cost-effective time to purchase your software maintenance is at the time of software purchase, or one or more years in advance of your current plan's expiration.

Excellence in Customer Service

Datacube's unparalleled image processing experience, ISO 9001 certification, and exceptional customer service have positioned the company as a primary supplier to major companies, research laboratories, and universities worldwide. On those rare occasions when you need us, our Customer Services Department is committed to delivering quality, on-time repairs.

Return Procedure

If your board or system requires repair:

1. Call Datacube Customer Services (1–800–222–8063) between 9 a.m. — 5 p.m. Eastern Time on workdays, Monday through Friday, to request a Return Materials Authorization (RMA) number.

2. Supply Datacube Customer Services with the name and serial number of each product to be returned, and a complete description of the failure or reason for return.

3. When shipping the product to Datacube, display the RMA number prominently in plain view on the outside of the container. Return the product in its original shipping container (or one of comparable design which ensures protection against physical and electrostatic discharge damage).

Customers pay for shipping the products to Datacube. If the product is under warranty, Datacube pays for return shipping to the customer.

The Datacube Hardware Warranty

Datacube, Inc. warrants the electrical and mechanical parts and workmanship of its hardware products to be free of defects for a period of 12 months from the date of purchase. If defects occur within that period, Datacube will repair the defect or replace the product at no cost to the purchaser. This warranty does not cover defects resulting from the improper use or handling of the product by the user, nor does it cover the cost of shipping or transportation, should the product have to be returned to the factory (please follow the instructions for returning products for repair on the reverse side of this data sheet). This limited warranty is made in lieu of all other warranties, expressed or implied, and is limited to the repair or replacement of hardware products manufactured and sold by Datacube. This warranty does not extend to any other components which may have suffered consequential damage.

Hardware Warranty Terms & Conditions

Datacube offers the following warranty repair plans for boards and system-

	20-Day	10-Day	5-Day	2-Day
Datacube Boards	Yes	Yes	Yes	Yes
Datacube Systems	Yes			Yes

level products manufactured and sold by Datacube:

Turnaround times are measured in working days from receipt of the defective product by Datacube at Corporate Headquarters in Danvers, MA. Products that arrive outside of business hours (9 a.m. – 5 p.m. Eastern Time, Monday through Friday) or on company holidays will be received at the start of the next business day. Repair times for third-party products can usually be completed within 20 business days, but may take longer — check with your Datacube Sales Representative or with Customer Services for details. All products returned for repair must be accompanied by a registered RMA

number and, if out of warranty, a copy of the purchase order to cover the repair. Datacube hardware warranty repair services are sold per unit for a twelve month period. Plans may be purchased at any of the following times:

- One or two years in advance (e.g. when purchased one year or more prior to expiration of current warranty service, typically at time of hardware purchase)

- For the next year (e.g. when purchased during last year of current warranty period)

- After expiration of warranty (upgrade/testing fee applies)

Discounts apply to warranty services purchased one year or more in advance.

Customer Modifications

The customer may install additional boards and cables within a system-level product, provided existing wiring is not removed, or altered in any way. Any other changes to Datacube products without prior written consent from Datacube will invalidate all warranties in effect. Datacube reserves the right to repair or replace, at its discretion, any hardware product returned for repair.

Repair Results

A report of all problems found, parts replaced, and tests performed is returned to the customer along with the repaired product. Datacube will provide special reports (e.g. certificate of compliance, on-site inspection, detailed report of failure found) upon request. Such requests should be stated in the original Purchase Order or Terms and Conditions (for the product, or for the extended warranty of the product).

Hard Disk Drives

Datacube recommends that daily backups be performed to reduce the risk of data loss. All user data on hard drive(s) sent to Datacube for repair/replacement or as part of a system needing repair should be backed up prior to shipping. Datacube is not equipped to restore user data on disks which have failed.

If the hard drive requires reformatting or replacement, the system will be returned with a hard drive that has only an operating system and

Datacube software on it; no user data will be on the disk(s). Customers are responsible for restoring their user data to the hard drive(s) once it has been returned.

Duplicating a Problem

If a product, returned under an RMA, is found to pass all Datacube diagnostic tests, Datacube support engineers will work with the customer to duplicate the problem. Repair times are dependent upon successfully duplicating the reported problem.

Out of Warranty Repairs

Out of warranty repairs will be completed within 30 working days of receipt of product. Hard copy of a Purchase Order for the repair is required before work may begin. Performing out of warranty repairs is contingent upon the product being in a repairable condition.

The Datacube Software Warranty

The Datacube Software Warranty is limited to the physical media on which the software is delivered and the documentation provided by Datacube explaining the software's use. Datacube warrants the media and documentation to be free of defects. Defective media or documentation will be corrected or replaced provided Datacube is notified of any errors or defects in writing within 90 days of the customer's first use of the licensed product. Except for this limited media warranty, there are no other warranties expressed or implied regarding the software's merchantability and fitness for any particular purpose. See the software license for details.

Additional Information

For additional information about Datacube warranty and service plans, contact your area Sales Representative or Datacube Customer Services at 1-800-222–8063.