

**PRODUCT WARRANTY SERVICES AND REGISTRATION BENEFITS SUMMARY
FY03 NEW PRODUCTS**

PRODUCTS								
Product Families	SuperStack, including hubs and switches; excluding NBX	OfficeConnect, including switches, hubs and gateways; excluding Wireless Access Points Network Jack Desktop, Mobile and Server NICs, including 10/100, GbE, Fiber PC and MiniPCI Cards	NBX, including telephones, Voice and LAN PBX	Switch 4000 family, including 4007, 4005, and 40xx Wireless Access Points, Bridges and Host Devices; including OfficeConnect Network Jack Power Supplies and Accessories	Embedded Firewall Adapters Bluetooth and Wireless LAN Client Cards; excluding OfficeConnect products	OfficeConnect Client Adapters	Software Only. 3NS, 3NS Advanced Packs Releases for the SuperStack, OfficeConnect, Switch 4000 families Wireless Clients, Access Points and Bridges Firewall and Webcache Embedded Firewall Policy Server Software	Software Only. NBX Releases, Unified Communication
PRODUCT WARRANTY								
Hardware 30 Day Return to Factory Repair/ Replace; Includes Power Supply and Fan	Limited Lifetime*	Limited Lifetime*	2 Years	1 Year	3 Years	1 Year	N/A	N/A
Software Media Replacement, Bug Fix	90 Days	90 Days	90 Days	90 Days	90 Days	90 Days	90 Days	90 Days
BENEFITS WITH PRODUCT REGISTRATION****								
Hardware Replacement	Limited Lifetime* 10 Day Return to Factory Replacement**	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Telephone Technical Support	90 Days Comprehensive; hardware failure support for balance of 1st year	90 Days	N/A	90 Days	90 Days	30 Days	90 Days	N/A
Online Knowledgebase Support	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*
Software Updates***	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*	Limited Lifetime*
* Limited Lifetime: Lifetime for as long as the original Customer owns the product, or for 5 years after product discontinuance, whichever occurs first.								
** 10 Day Return to Factory: 10-day replacement applies if the failed unit was returned to 3Com and received within 4 days. Product is shipped to Customer or customs within 6 days of receipt of the failed unit at 3Com.								
*** Software Updates: Download Access to Maintenance / Bug Fix Releases for the software version purchased.								
****Benefits with Product Registration: These services 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.								
WARRANTY DISCLAIMER. THIS DOCUMENT IS INTENDED AS A SUMMARY REFERENCE DOCUMENT ONLY AND DOES NOT EXTEND WARRANTY BENEFITS TO END USERS IN ANY MANNER. WARRANTY BENEFITS ARE ONLY GRANTED WITH THE PURCHASE OF THE PRODUCTS. FOR COMPLETE WARRANTY TERMS, PLEASE REFER TO THE WARRANTY INFORMATION WHICH ACCOMPANIES EACH PRODUCT. THE INFORMATION IN THIS DOCUMENT SUBJECT TO CHANGE WITHOUT NOTICE.								
To enhance and/or extend product warranty, 3Com Service Packages are available for purchase.								