

Emulex End User Standard Technical Support and Maintenance for Emulex-branded HBAs, CNAs and UCNAs

Frequently Asked Questions (FAQs)

This FAQ is focused on Emulex-branded adapters and Emulex OneCommand Manager. A separate FAQ is available for Emulex OneCommand Vision.

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Standard Technical Support Eligibility

1. What Standard Technical Support is available for Emulex-branded adapters?

For customers who have purchased Emulex-branded adapters that are still under warranty, including LightPulse® Host Bus Adapters (HBAS) and Converged Network Adapters (CNAs), OneConnect™ iSCSI, Ethernet and Fibre Channel over Ethernet (FCoE) Universal Converged Network Adapters (UCNAs), Emulex offers Standard Technical Support via the telephone, e-mail and Web. The standard repair warranty for these products is three years. Customers also have access to downloads for updated drivers and firmware from the [Emulex Downloads site](#).

2. What Standard Technical Support is available for other Emulex Products?

Separate FAQs are available for other Emulex products that are under warranty. Please visit www.emulex-com/support for details. For OEM-branded adapters (adapters purchased from an OEM), we invite you to contact the OEM directly. Please see question 6 for more details.

3. Do I need to purchase a support agreement?

No – a support agreement for hardware products (i.e., HBAs, CNAs, UCNAs, etc.) for standard support does not need to be purchased. Standard Technical Support and customer service for in-warranty product repair is complimentary within the three-year warranty period. There is a failure analysis fee for customer service diagnosis on products returned for repair after the warranty period.

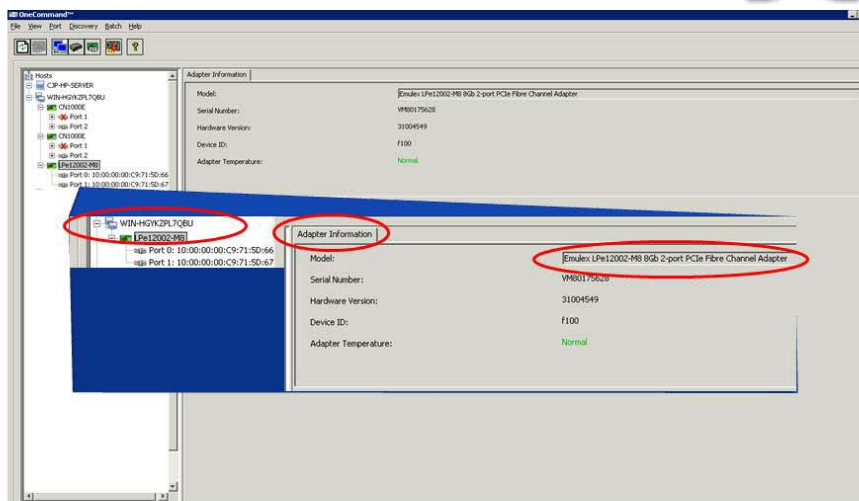
4. Who is eligible for Standard Technical Support?

All customers who have purchased Emulex-branded adapters are eligible for Standard Technical Support.

5. How do I know if I have an Emulex-branded product or an OEM-branded product?

You can identify Emulex-branded cards versus OEM-branded cards by selecting “Adapter Information” from OneCommand Manager. The “model” field will display the adapter type, as illustrated in the two examples below.

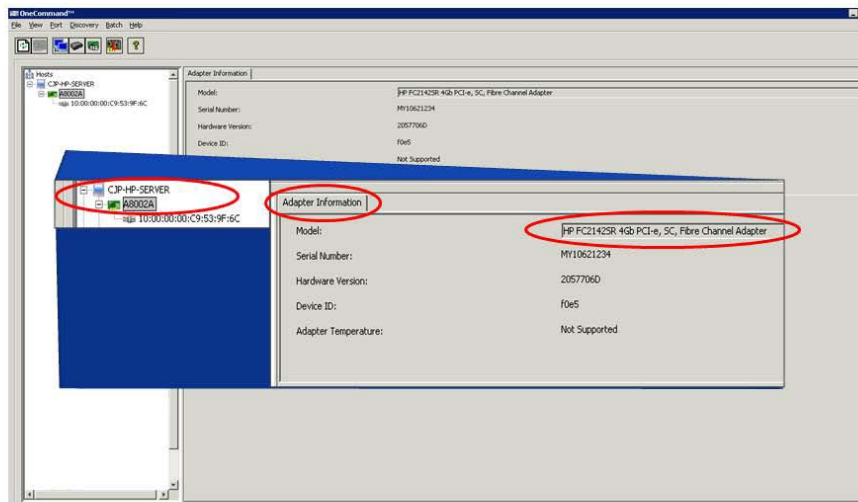
Emulex Branded Cards



EMULEX

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OEM Branded Emulex Cards



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Contacting Emulex Standard Technical Support

6. Who do I call for Standard Technical Support if I have an OEM-branded Emulex product?

Customers who have purchased OEM-branded Emulex products should contact the specific OEM directly please click here for a list of phone numbers: [Support Contact Information](#)

7. How do I contact Standard Technical Support for Emulex-branded products?

By telephone: 800-854-7112 or 714-885-3402.

By e-mail: tech.support@emulex.com or complete a [Technical Support Request Form](#).

By the Web: Register at our [Customer Support Site](#) to take advantage of our personalized online support capabilities.

All telephone and online Standard Technical Support is provided by Emulex in English.

8. Can I register my Emulex Products?

Yes. You can choose to register your products at www.emulex.com/files/forms/productregistration to facilitate your initial contact with Emulex Standard Technical Support.

9. What are the hours of Emulex Standard Technical Support?

You can speak with an Emulex application engineer between 8am and 5pm PST, Monday through Friday. After business hours, you may leave a message and your phone call will be returned within two hours.

10. Does Emulex outsource its Standard Technical Support function?

No. Emulex Standard Technical Support and Customer Service operations are staffed by Emulex application engineers in our Costa Mesa, California, headquarters. The department consists of seasoned professionals who have been with Emulex for an average of 15 years.

11. What if my problem cannot be resolved by Emulex Standard Technical Support?

In the event that your problem is diagnosed as hardware-specific, your case will be transferred to an Emulex Customer Service Representative, who will guide you through the RMA process for product repairs and/or product replacement.

Product Warranty and Repair

12. What is the warranty on my product?

The limited warranty on Emulex-branded adapters is three years.

13. Can I purchase an extended warranty for my product?

No. At this time, Emulex does not offer warranty extensions.

14. What if my product is out of warranty and needs repair?

If your Emulex-branded product is no longer covered by warranty, Technical Support engineers will determine if a repair is required, refer you to Emulex Customer Service*, and assist you with completing an online RMA (Return Merchandise Authorization) form. A failure analysis fee will be assessed for Customer Service to diagnose the problem. This does not include time and materials for repair, if needed.

*Note: Onsite Customer Services are not included as a part of Emulex warranties.

15. Who is responsible to pay for the shipment of repaired/replaced products?

The customer is responsible for cost of shipping the product to Emulex. Emulex, upon verification of warranty, will, at its option, repair or replace the product and return it to the customer (Emulex is responsible for the shipping cost of returning the product to the customer). (See [Limited Warranty](#) for details.)

16. What is the turnaround time for customer service repairs?

Upon verification of warranty, Emulex will, at its option, repair or replace the product and return to the customer within 10 days. Note that product abuse may void the warranty.

17. Does Emulex offer advanced replacement products while products are in repair?

Yes. At the end user's request and at the discretion of Emulex, a replacement product can be shipped in advance of the product in repair, however, an invoice will be sent along with the advance replacement product and credit will be applied once the advance replacement product has been received by Emulex.

18. What is the service warranty on repaired products?

The service warranty for in-warranty product repair or replacement is the remainder of the original warranty or 90 days, whichever is longer. For out-of-warranty products, the service warranty is 90 days.

Download Resources

19. How do I obtain updated drivers, boot code, firmware and documentation?

Standard updated Emulex drivers, firmware and documentation can be downloaded from the [Emulex Downloads site](#).

20. Is there a fee for downloads?

No. Emulex updated drivers, firmware and documentation can be downloaded at no cost from the [Emulex Downloads site](#).

21. Are there any limitations to the number of downloads I may perform?

No. Emulex end users have unlimited use of the download resources.