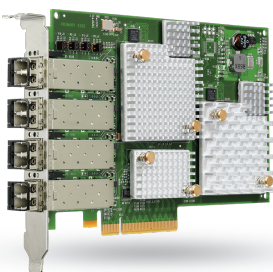


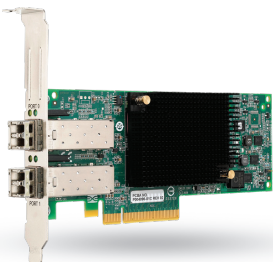


## Emulex Standard Technical Support and Maintenance

**FOR LIGHTPULSE®  
HOST BUS ADAPTERS  
(HBAs) AND  
ONECONNECT™  
UNIVERSAL CONVERGED  
NETWORK ADAPTERS  
(UCNAs)**



LightPulse 8Gb/s Fibre Channel HBA



OneConnect 10GbE UCNA

### Emulex World-class Standard Technical Support and Maintenance Ensures Maximum Availability

Emulex LightPulse® HBAs and OneConnect™ UCNAs provide enterprise-class connectivity with industry-leading performance, reliability and manageability.

At Emulex, we understand the critical role our connectivity products play in your data center. That is why Emulex's technical support operation is dedicated to providing you with the world-class support you require to ensure maximum availability from your mission-critical networks.

### Standard technical support and maintenance is provided on the following Emulex products:

#### OCe10000 Family

- OneConnect 10Gb/s Ethernet Network Adapters
- OneConnect 10Gb/s iSCSI Adapters
- OneConnect 10Gb/s FCoE UCNA

#### LightPulse 10Gb/s FCoE CNAs (LPe21000 family)

#### LightPulse 8Gb/s Fibre Channel HBAs (LPe12000 family)

#### LightPulse 4Gb/s Fibre Channel HBAs (LPe11000 and LP11000 family)

#### LightPulse 2Gb/s Fibre Channel HBAs (LP10000 family)

### World-class Technical Support

#### Standard product support

- Telephone, e-mail and Web support available
- Telephone support available during business hours, 8am to 5pm Pacific Time, Monday through Friday
- After-hours support is available

#### Three-year limited product warranty

- 10-day turnaround for product repair
- Advanced replacement products available upon request
- Failure analysis fee assessed for out-of-warranty products

#### Access to downloads and drivers

- Firmware
- Updated drivers
- Boot code
- Management applications

#### Contact technical support\*

- By telephone: 800-854-7112 or 714-885-3402
- By e-mail: [tech.support@emulex.com](mailto:tech.support@emulex.com) or complete a [Technical Support Request Form](#)
- By the Web: Register for [Online Customer Support](#) to take advantage of our personalized online support capabilities.

\* All telephone and online Technical Support is provided by Emulex in English

Visit [www.emulex.com/support](http://www.emulex.com/support)



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