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Product Support Policy

This policy defines:

1) Product maturity levels.
2) Product support for each level.

Product maturity levels, reviewed and determined every January 1 and July 1, are published to coincide with the semi-annual update of the pricing manual. Products normally fall through the product maturity levels and do not return to a higher level.

Product Maturity Levels

Zetaco products have three levels of product maturity: 1) Active, 2) Build-to-Order, and 3) Discontinued.

Active: Each product starts its life cycle as an active product and remains so as long as demand dictates it be built on a regular basis, normally for a period of 1 to 3 years.

Product demand is forecast and products are built to this forecast. A certain level of product is built above the forecast to cover situations such as drop-in orders, spares for the field and exchange program, plus any short term opportunities. Zetaco normally ships product 30 days ARO on a best-efforts basis; sometimes, for a 5% surcharge, shipments can be made within 15 days. During this active status period, our Customer Support Group has units available in-house, allowing laboratory duplication of field problems. Also at this maturity level, spares are available

to support our in-house repair group and product repair time is targeted at 48 hours.

Build-to-Order: When the demand for a product falls to where it is not built on a regular basis, the product drops to the Build-to-Order maturity level. At this level, product is not built to forecast, but built strictly to customer orders. Products normally remain in this category for up to 2 years.

At this maturity level, the products are supported by our Customer Support Group on a best efforts basis. Support over the telephone will remain at a high level, but ability to duplicate field problems in-house will depend on availability of products in-house.

Spares are not readily available, so overnight exchanges occur only if product is available. The repair and return time on RMA's is still targeted at 48 hours, but parts and equipment availability may extend the time.

Discontinued: When forecasted demand and build-to-order demand diminish, products are moved to the Discontinued maturity level. Discontinued products are reaching the end of their life cycle and have two end dates associated with them.

<u>1) End Production Date</u>: The date targeted when production ceases. Product may be available for some time from existing inventory, or if parts are

available in-house. The End Production date is usually one year after product moves into the Discontinued maturity level. This one year is designed to give customers time to plan accordingly.

Customer Support supports Discontinued products as best they can. Phone level support is available; spares, and in-house duplication of field problems may not be available. RMA repair is available, but is not targeted for 48 hour turnaround.

2) End Support Date: The date targeted when total support of the product ceases. This means that Customer Support can no longer aid in the diagnosis or repair of this product in any manner. This date is typically 3 years after the End Production date.

Notification of Product Level Changes

Once a product's status changes to the Build-to-Order or Discontinued level, notification is sent to customers who have taken that product in the past, indicating a product maturity level change, and the support associated with the new level.

For More Information...

.....please contact your Zetaco Sales Representative:

U.S.: **612/941-9480**
Europe: **44-442-891500**

Product Maturity Levels as of January 1, 1990

Controllers

Active Products	Build-to-Order	Discontinued
ARZ-1	PE-510	MX-262
SCZ-2	SS-480	MX-340
SCZ-3	ZDF-1	MX-450
SCZ-4	DPS-1	BMX-3
BMX-3AP	LPC-3	BMX-3A
DC-297	TC-133	
BMX-2	MX-420	
	STA-2	
	SCZ-1	
	STA-1	

Subsystems

Active Products	Build-to-Order	Discontinued
SKS-HP1202	SKS Subsystems using the SCZ-1 Controller.	All MAX Disk Subsystems
SKS-HP601		
SKS-HP660		All ZIP Tape Subsystems
SKS-HP330		
SKS-HP601R		Disk Subsystems using 86MB, 155MB, or 327MB disk drives
SK-601RA		
SK-RC		
SKM-1231		LRS-10 Laser Recording Subsystems
SKM-1232		
SKM-1244		
SKT-2300		SKS-HP654 Disk Subsystems
SKR-600		

Products not listed have previously been categorized as Discontinued.

Production/Support End Dates

Product	End Production Date	End Support Date**
Controllers		
DC-295	12-31-89	12-31-92
DC-296	12-31-89	12-31-92
BMX-1	12-31-89	12-31-92
BMX-3	12-31-89	12-31-92
MZ-412-418	12-31-89	12-31-92
All Others*	12-31-89	12-31-92
MX-450	12-31-90	12-31-93
MX-340	12-31-90	12-31-93
MX-262	12-31-90	12-31-93
Subsystems		
MAX	12-31-89	12-31-92
ZIP	12-31-89	12-31-92
LRS-10	12-31-89	12-31-92
Subsystems using 86MB, 155MB, 327MB SCSI Disks	12-31-89	12-31-92

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* Certain products not listed have reached the Discontinued status
and are under the All Others category.

** End Support date is the date listed or the end of the product warranty
period, whichever is later.

Notification of Product Level Change

Dear Customer:

This letter is to notify you that certain Zetaco products that you have been purchasing changed maturity levels.

Product	Previous Maturity Level	New Maturity level
_____	_____	_____
_____	_____	_____

Zetaco has three levels of product maturity: 1) Active, 2) Build-to-Order, and 3) Discontinued. Each product is evaluated on January 1 and July 1 of every year and is assigned a product maturity level. Each of the three levels has different levels of product availability and product support associated with it, as defined in the table below.

Support Provided:	Active Products	Build to Order	Discontinued
Build	To Forecast	To Customer Order	Available for 1 year at this level....longer if parts are available, or if inventory exists
Telephone Support	Yes	Yes	Up to End Support date
48-hr RMA Turnaround	Yes	Yes, if parts are available	Yes, if parts are available
Fixed Repair Rate	Yes	Yes	For some products
Time & Material Repair Rate	No	No	For some products
Exchange Program Available	Yes	No	No
Spares Program Available	Yes	If Available	No

We look forward to working with you on phasing active Zetaco product into your system as support for the older product diminishes. If you have questions on any aspect of this program, please contact our Customer Support Team at **800-537-5292**, or our Sales Team at **612/941-9480**.

Thank you.