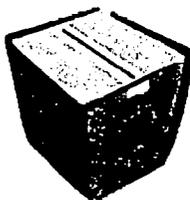


Product Families	Duration and Coverage Type	Service Levels and Limitations
Section 4: LAN, Modem, and LAN+Modem PC Cards		
3Com Megahertz 10/100 LAN PC Card 3Com Megahertz 10 Mbps LAN PC Cards 3Com Megahertz 10/100 LAN CardBus PC Cards 3Com Megahertz 10/100 LAN+56K Modem PC Cards 3Com Megahertz 10 Mbps LAN+56K Modem PC Cards 3Com Megahertz 16/4 Token Ring LAN PC Card 3Com Megahertz 56K Global Modem PC Cards 3Com Megahertz 56K Winmodem PC Cards 3Com Megahertz 56K Global GSM Winmodem PC Cards 3Com Megahertz 56K Cellular Modem PC Cards 3Com U.S. Robotics 56K Winmodem PC Cards	Lifetime	Return to factory for free repair.
3Com Megahertz 128K ISDN PC Cards	Five Years	Return to factory for free repair.
Section 5: Handheld Computing Solutions		
Palm III connected organizers and modules	One Year	Contact Technical Support at 847 676 1441 to obtain warranty service authorization for advance exchange or repair.
Section 6: Hubs		
SuperStack II Dual Speed Hub 500s and Hot-Swap Unit SuperStack II Hub 10s SuperStack II Hub TRs SuperStack II PS Hub 40s and 50s	+5 Lifetime	Includes replacement of hardware before receipt of defective product during the first five years, subject to availability. Return to factory for free repair thereafter. Warranty covers fan, power supply, and power adapter for the first five years only.
OfficeConnect hubs SuperStack II Baseline Hubs SuperStack II Baseline Dual Speed Hubs	Lifetime	Includes replacement of hardware before receipt of defective product during the first year, subject to availability. Return to factory for free repair thereafter. Warranty covers power adapter for OfficeConnect hubs. Power supply and fan are covered for the first year only.
SuperStack II Hub 100s SuperStack II Hub 1000 SX	Five Years	Return to factory for free repair. Warranty covers power supply and fan for the first year only.
3Com StorageConnect Fibre Channel Hub 1200 LinkBuilder FDDI hubs	One Year	Return to factory for free repair.
Section 7: Fixed-Port and Stackable Switches		
SuperStack II Switch 1100s SuperStack II Switch 3300s SuperStack II Switch 3300 FX	+5 Lifetime	Includes replacement of hardware before receipt of defective product during the first five years, subject to availability. Return to factory for free repair thereafter. Warranty covers fan, power supply, and power adapter for the first five years only.
OfficeConnect switches SuperStack II Baseline Switches SuperStack II Switch 610 SuperStack II Switch 630	Lifetime	Includes replacement of hardware before receipt of defective product during the first year, subject to availability. Return to factory for free repair thereafter. Warranty covers power adapter.
SuperStack II Switch 1000 ATM Kit SuperStack II Switch 2000 TRs and modules SuperStack II Switch 2200s SuperStack II Switch 2700 SuperStack II Switch 3000 10/100 ATM Kit SuperStack II Switch 3800 SuperStack II Switch 3900s and modules SuperStack II Switch 9000 SuperStack II Switch 9300s	One Year	Return to factory for free repair.

3Com Hardware Warranties at a Glance *(continued)*

Product Families	Duration and Coverage Type	Service Levels and Limitations
Section 8: Chassis Switches		
CoreBuilder 3500 switch and modules CoreBuilder 7000HD switch engines CoreBuilder 9000 switch and modules	Enhanced One Year	Return to factory for free repair. One-year warranty with 90 days of replacement of hardware before receipt of defective product, subject to availability.
CoreBuilder 2500 switch and modules CoreBuilder 5000 switch and modules CoreBuilder 7000HD chassis and modules CoreBuilder 9400 switch	One Year	Return to factory for free repair.
Section 9: Campus Telephony Products		
3Com Digital Phones 3Com Digital Phone Adapters SuperStack II PBX 1000s	One Year	Return to factory for free repair.
Section 10: WAN Access Switches and Multiplexers		
AccessBuilder 6100 inverse multiplexer AccessBuilder 6200 broadband access multiplexer and modules PathBuilder S36170 WAN switch and modules PathBuilder S700 WAN access switch and modules PathBuilder S600 WAN access switch and modules PathBuilder S200 voice access switches SuperStack II PathBuilder S330 WAN access switch and modules SuperStack II PathBuilder S310 WAN access switch and modules	One Year	Return to factory for free repair.
Section 11: Access Routers		
OfficeConnect ISDN LAN modems OfficeConnect 56K LAN modem	Lifetime	Includes replacement of hardware before receipt of defective product during the first year, subject to availability. Return to factory for free repair thereafter. Warranty covers power supply and power adapter for the first year only.
OfficeConnect Remote 811 ADSL router	Two Years	Includes replacement of hardware before receipt of defective product during the first year, subject to availability. Return to factory for free repair thereafter.
OfficeConnect Remote Dual Analog router OfficeConnect Remote 5x1 routers	One Year	Return to factory for free repair.
VIPER-DSL Workgroup ADSL modem	Two Years	Return to factory for free repair.



Enhance Your Warranty with a Support Contract

Customers who require a guaranteed level of response should consider purchasing a 3Com support contract. 3Com offers a range of support contracts that enhance your hardware warranty and offer a choice of response times. For more information, read the Guardian™, Premier Guardian, Express™, Premier Express, Advance Hardware Replacement, and Multi-Year Warranty service descriptions on pages 18-13 and 18-14 in this section.

Product Families	Duration and Coverage Type	Service Levels and Limitations
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Section 12: Tunnel Switches and Routers

PathBuilder S5xx tunnel switches NETBuilder II routers NETBuilder II EZBuilt systems SuperStack II NETBuilder SI routers NETBuilder II Dual-Processor Engine and modules SuperStack II NETBuilder routers	Enhanced One Year	Return to factory for free repair. One-year warranty with 90 days of replacement of hardware before receipt of defective product, subject to availability.
OfficeConnect NETBuilder routers	One Year	Return to factory for free repair.

Section 13: Remote Access Concentrators and Servers

SuperStack II 3000 Remote Access family	Two Years	Return to factory for free repair.
SuperStack II Remote Access System 1500	One Year	Return to factory for free repair.

Section 14: Service Provider Systems

Affinity LC DSL access multiplexer Cable Modem Termination System (CMTS) Total Control Multiservice Access Platform Total Control HiPer DSP Card Set Total Control HiPer Access Router Card Set Total Control Dual Channelized T1/E1 Card Sets Total Control Dual PRI Card Set Total Control Quad Modem Cards Total Control Internetworking Function (IWF) Total Control HiPer TRAX System Total Control HiPer x.25 System Total Control HiPer Network Management Card Set	Two Years	Return to factory for free repair.
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Section 15: Video Products

Bigpicture video phone	Five Years	Return to factory for free repair.
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Section 16: Terminal Servers

CS terminal servers	One Year	Return to factory for free repair.
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Section 17: Power Systems, Cables, and Accessories

SuperStack II 3000 Access RPS power system	Two Years	Return to factory for free repair.
SuperStack II Advanced Redundant power system SuperStack II Uninterruptible power system	Enhanced One Year	Return to factory for free repair. One-year warranty with one year of replacement of hardware before receipt of defective product, subject to availability.
ATM Range Converters ATM Rate Converters Fiber Converter TR SuperStack II Switch Matrix Module	One Year	Return to factory for free repair.
LinkBuilder repeaters Transceiver interface modules	Lifetime	Includes replacement of hardware before receipt of defective product during the first year, subject to availability. Return to factory for free repair thereafter. Warranty covers power adapter for OfficeConnect hubs. Power supply and fan are covered for the first year only.