



Product Bulletin

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Upgrade/Trade-in Program Revamp

Revision History

February 2, 2009 - Initial version

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This product bulletin informs NetApp sales and NetApp partners about new or changed NetApp® products or services.

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1. Summary

With the release of the February 2009 Quote Tool, NetApp is changing the upgrade/trade-in program to provide a greater degree of flexibility and make the trade-in/upgrade program more attractive to customers while also improving the program's use as a sales and marketing tool for NetApp sales and channel partners.

2. What's New?

Any type of system (FAS, V-Series, RXXX, Data ONTAP® GX) may be traded in against the purchase of any new system (FAS, V-Series, Data ONTAP GX) as long as the system being traded in is the same upgrade level or lower with respect to the system being purchased.

Exceptions to this are the VTL platforms and SA200, SA300, and SA600. VTL platforms have their own trade-in program and storage acceleration appliances have not been added to the upgrade program. The storage accelerator appliances (SA200, SA300, and SA600) will be added to the program in May 2009.

Any quantity of hardware platforms may be traded in against the purchase of a new system. However, credit will only be provided up to the maximum credit amount allowed for that new system. Additional systems traded in will be allowed but additional credits will not be provided. The Quote Tool provides a mechanism during trade-in selection for showing credits generated versus the maximum allowed per new system purchased.

Any quantity of protocols and software may also be traded in against the new system purchase. However, once the maximum software credit allowed for that system is reached; additional credits will not be provided. The software credits work in the same manner as the hardware credits.

Software returns not allowed as a trade-in credit are Cluster, FCP, HTTP, and SnapValidator®. Bundled software trade-ins will be provided by selection of the individual credits that make up the bundled software part, e.g. the SnapMirror®-MultiStore® software bundle. You would select the SnapMirror node base and MultiStore in order to receive credit for the bundled software.

\$0 priced software will not be included in the program. This list consists of ASIS-Dedupe, iSCSI, SnapMover®, FlexCache™, Local SyncMirror®, NearStore®, and Disk Sanitization.

Credits for hardware and software will be presented as two part numbers on the quotation, UG-LX-BASE and UG-LX-SW-RTNS. These parts carry a -\$1 value and the quantity of these parts will be calculated to determine the total hardware and software credits provided. The previous tiered hardware, protocol, and software credit part numbers have been replaced with these two part numbers.

FAS250/270 trade-ins will no longer automatically output storage shelf conversion kits. A dynamic message will appear in the Quote Tool when FAS250 or FAS270 is selected as a trade-in against a new system purchase, instructing the user to go to the “Add Parts” section of the Quote Tool and select “Storage Conversion Kits” from “Product” search to order the appropriate storage shelf conversion kit if the base and drives are to be converted and attached to a shelf loop or directly to a FAS system.

Outstanding quotes with the old credit parts will be processed as is as long as the quote is not edited. Any edit config done to an existing quote that contains the previous upgrade parts will require a new trade-in to be quoted because the previous part numbers will be removed.

3. Product Information

Mapping of Platforms per Level for Trade-ins

Level 7	Level 6	Level 5	Level 4
V6080	FAS6040	FAS3170	FAS3140
FAS6080	V6040	V3170	V3140
FAS6080GX	FAS6070	V6030	V3070
	V6070	FAS6030	FAS3070
	FAS6070GX	FAS3160	FAS3070GX
		V3160	
Level 3	Level 2	Level 1	Level 0
FAS3040GX	FAS2050	FAS2020	GF270C
FAS3040	GF940	F880	FAS270
V3040	GF920	F825	FAS250
GF980	V3050	F810	R100
FAS980	FAS3050	GF825	
	FAS3050GX	R150	
	FAS3020	S550	
	V3020		
	FAS940		
	FAS920		
	FAS960		
	GF960		
	R200		
Legend	EOA platform. Mapping position shown as a trade- in only.		
Notes:	FAS250-FAS270 covered under separate upgrade FAS250 / FAS270 shelf conversions used for trade-ins		

Allowed Trade-ins

Purchased Product	Trade-ins Allowed
L7	L7,L6,L5,L4,L3,L2,L1,L0
L6	L6,L5,L4,L3,L2,L1,L0
L5	L5,L4,L3,L2,L1,L0
L4	L4,L3,L2,L1,L0
L3	L3,L2,L1,L0
L2	L2,L1,L0
L1	L1,L0

New upgrade credit part numbers to be used for hardware, software, and protocols:

Part Number
UG-LX-BASE
UG-LX SW-RTNS

Description
Platform Base Return Credit
Software Returns Credit

4. Regulatory Compliance

Products need to be validated against the NetApp Safety/EMI Regulatory Compliance List prior to order submission. This is required to make sure that products are being sold only in the countries in which NetApp has received regulatory compliance certification.

5. Additional Information

The competitive upgrade/trade-in program did not change. The same rules apply.

In business cases in which the upgrade/trade-in program does not accommodate a credit or trade-in required to consummate a sale, the recourse is to submit a PVR request to have a trade-in or credit approved.

Contact information: Please contact your NetApp sales or channel partner representative with questions concerning this bulletin.