

**Sun Microsystems Computer Company**

901 San Antonio Road  
Palo Alto, CA 94303



July 7, 2000

Mr. John Gavin  
Principal and Chief Operating Officer  
Southland Micro Systems  
7 Morgan  
Irvine, CA 92618

Dear Mr. Gavin,

Thank you for your inquiry as to Sun's product warranty concerning customers using third party memory products. The specific concern you addressed was if Sun's product guarantee would stay in force if third party memory was used rather than Sun certified memory.

If third party memory product is used in a Sun product, the warranty is not void. Installation of third party products, however, may void certain regulatory certifications. If a problem occurs and the third party product is found to be the cause, Sun will replace the part with standard Sun field replaceable units. The customer will then be charged the currently listed price for the part(s) and charged for the service call. Additionally, if the third party product is determined to have caused damage to the Sun product, the customer will be billed the then-current time and materials rates to complete repairs. Sun does not provide any warranties, implied or express, on products purchased by customers from third party vendors and installed on Sun products.

I hope I have answered your concerns.

Regards,

A handwritten signature in black ink, appearing to read 'David Tillman', written over the printed name.

David Tillman  
Sun Microsystems  
Product Line Manager  
Memory Products