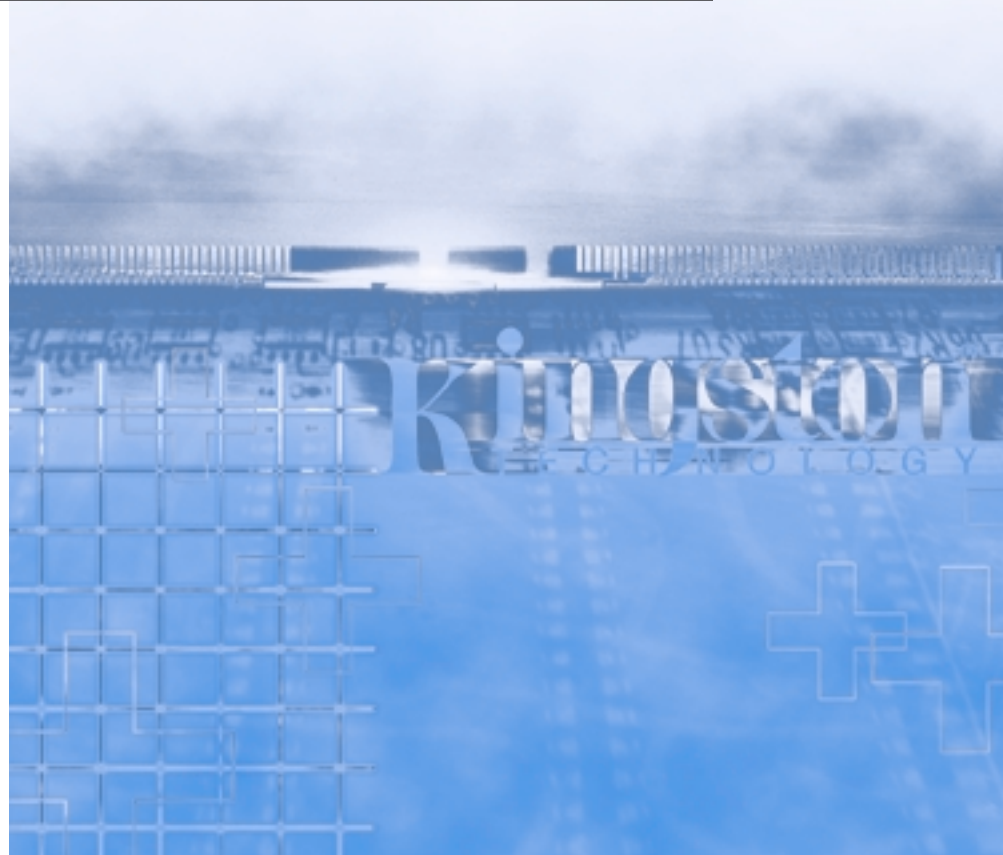


KINGSTON MEMORY IN YOUR SYSTEM



N^o1 memory
www.kingston.com/europe



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INTRODUCTION

Kingston Technology is the world's leading manufacturer of memory products, supplying more than 2000 products for over 4000 systems.

Kingston's brand leadership and industry leading testing and research mean that you can be assured of our quality, experience and compatibility.

This document aims to provide further, deeper answers to more detailed questions about using Kingston memory in your system or server. It covers the important areas such as the fact that with Kingston Memory, your system warranty always remains valid. It also details how Kingston Technology won and maintained the confidence and trust of many system manufacturers and IT industry leaders as a chosen memory vendor or partner. The fact that these companies place their trust in Kingston Technology is a great affirmation of our expertise and reliability - which we in turn pass on to our customers.

I SYSTEM SPECIFIC MEMORY

I.1 KINGSTON MEMORY AND YOUR SYSTEM'S WARRANTY

How does Kingston memory affect the status of the system warranty? Does it make any difference which system you are using? There is one principle that answers all of these questions: **using Kingston memory means that your system warranty remains valid.**

I.1.1 USING KINGSTON MEMORY MEANS THAT YOUR SYSTEM WARRANTY REMAINS VALID

The system warranty (whether it be for Compaq, HP, Sun or any other Original Equipment Manufacturer) remains valid when using compatible components. This includes Kingston Technology's memory products. However, in addition to this a 100% compatibility guarantee and a lifetime warranty support Kingston Technology's system specific memory so you can have complete peace of mind when using Kingston Technology memory in your system.

For full details of the Kingston Technology warranty please visit our website at www.kingston.com/europe/policy/warranty.asp

I.1.2 LETTER OF CONFIRMATION FROM THE VICE PRESIDENT, EUROPEAN SALES AND MARKETING



April, 03

Dear IT Manager:

We have received several questions from customers regarding the effect of adding Kingston memory components to PC servers and workstations. We hope the information provided below will help clarify the issue:

Using Kingston Memory does not void your System Warranty. The written warranty remains valid when using compatible components in the system. Kingston system-specific memory products are backed by a 100% compatibility guarantee and a Lifetime Warranty.

You have the Right to Choose.

As the customer, you have the right to choose a service configuration that works for your company. If you request support for Kingston memory, most providers will honour your request. If you would like to contact one of our major server memory customers to discuss how they have handled service, please contact your Kingston Technology representative. We will provide you with references and work with you to facilitate a service solution that meets your needs.

Choosing Kingston Technology.

As the world leader in memory, Kingston Technology is a proven choice when it comes to reliability and expertise. We design and build more memory for major Intel and RISC-based systems than anyone in the world. Because memory is Kingston's core business, we invest several million dollars annually in R&D, testing systems and manufacturing processes dedicated to memory. More Fortune 500 companies standardise on Kingston Technology than any other brand of memory.

If you have any other questions regarding using Kingston memory in your server or workstation, please don't hesitate to contact your Kingston Technology representative.

Sincerely,

John Holland
Vice President, Sales & Marketing
Kingston Technology Europe

KINGSTON TECHNOLOGY EUROPE LIMITED
KINGSTON COURT, BROOKLANDS CLOSE,
SUNBURY-ON-THAMES, MIDDLESEX, TW16 7EP, ENGLAND
REGISTERED IN ENGLAND, NO. 3643195 VAT NO. GB 720 5258 60

2 KINGSTON MEMORY IN SPECIFIC MANUFACTURERS' SYSTEMS

In addition to the general information above we have collected information on questions relating to some specific major system manufacturers to reassure you that in all of these cases Kingston Technology is always compatible.

2.1 KINGSTON MEMORY IN COMPAQ SYSTEMS

The statements below are quoted from the Frequently Asked Questions (FAQs) section of the Compaq support website. A copy of this page can be found at the following URL <http://www.compaq.co.uk/warranty/information/faq.asp>



Q. Will my warranty be affected if I install a non-Compaq upgrade/option in my Compaq product?

A. Compaq warranty extends only to Compaq products and options. If you install a non-Compaq option into your Compaq product and this option then fails, you must contact the supplier for warranty cover on that item.

The warranty on your Compaq product will not be affected by

the installation of a non-Compaq upgrade/option unless your Compaq product is damaged as a result of installation and/or operation of a third party option, such damage will not be covered by Compaq warranty. If your Compaq product is not operating correctly, you may be asked to verify that any non-Compaq option is not responsible for the problem by uninstalling any such items.

Q. Is non-Compaq-manufactured memory supported in Compaq machines?

A. "Compaq systems are able to use memory from third party suppliers that is of the same specification as that provided by Compaq.

For full warranty cover and avoidance of doubt, Compaq always recommends that Compaq memory is used in its systems. Like all non-Compaq upgrades and options, if a problem occurs with your system that is found to originate from the use of a non-Compaq option, you must contact the supplier of your option or upgrade for warranty service. If Compaq is required to demonstrate that a system experiencing problems with non-Compaq memory installed then, operates correctly with Compaq supplied memory, any such activity may be chargeable to the customer".

In the unlikely event you experience a problem with Kingston memory, please call Kingston Technology directly.

Kingston Technology can arrange for service reimbursement on your high-end machines (servers and workstations) directly with you or your service provider for Kingston memory related issues. Please call your Kingston Technology Local Field Sales Representative for details.

2.1.1 COMPAQ RECOGNITION

Kingston memory is recognised by Compaq Insight Manager. Kingston Technology will honour any pre-failure warnings. This will minimise the risk of system downtime.

2.1.2 KINGSTON TECHNOLOGY MEMORY AND COMPAQ'S INSIGHT MANAGER®

Compaq's Insight Manager® is a software diagnostic tool that is designed to decrease server downtime by alerting the administrator in advance of system failures. Most PC Servers use ECC memory, which can detect and correct one-bit errors. Insight Manager® works with system memory by counting the number of memory errors that have been corrected. If there are too many errors within a given time frame, Insight Manager issues a "pre-failure warning". The pre-failure warning indicates that the memory might fail. The system administrator can then choose to replace the memory and minimise the risk of system down time later.

If Insight Manager, or any other system fault management tool, issues a "pre-failure" warning on the memory in your server, Kingston Technology will gladly replace the memory for you, even if it has not actually failed.

Kingston memory is guaranteed 100% compatible with the hardware, software, and diagnostic tools of the systems it is designed for.

2.2 KINGSTON TECHNOLOGY & HEWLETT PACKARD

2.2.1 HEWLETT PACKARD'S SYSTEM WARRANTY REMAINS VALID WHEN USING KINGSTON MEMORY

As detailed above using Kingston memory does not void the system warranty.

In the unlikely event you experience any issues with Kingston memory, please call us directly to obtain service and support.

Further information about installing third party components in an HP machine can be obtained at http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=lpn11980&locale=en_US&askId=8417&taskName=upgrade+%26+migrate&prodSeriesId=45934&prodTypeId=15351&prodSeriesName=hp+netserver+e+45&docId=87600

Kingston Technology guarantees 100% compatibility on all products and has additional services™ as lifetime technical support, lifetime warranty and an exemplary customer service department.

2.2.2 KINGSTON'S PARTNERSHIP WITH HEWLETT PACKARD

- HP Mobile Computing Division's Tested and Approved Solutions Programme:
Kingston Technology is a member of the HP Mobile Computing Division's Tested and Approved Solutions programme. Kingston Technology products are thoroughly tested with each new OmniBook™ model prior to release. Look for Kingston Technology as an Approved Solutions Provider on the HP OmniBook website.

- **HP LaserJet Developer Programme:**
As a member of Hewlett Packard's LaserJet Developer Programme Kingston Technology receives engineering specifications and pre-release units from HP prior to release of new LaserJet printers and works closely with HP to release the memory on the same day as the release of the printers. Kingston Technology continues to pursue relationships with Hewlett Packard, and other PC OEMs, in order to offer our mutual customers the best service possible. If you are ever in a situation where your customer has a concern about using Kingston memory in HP systems, please call your Kingston Technology representative, and we will do everything in our power to assist you in alleviating their concerns.
- **HP Digital Imaging & Printing Developer Programme:**
Kingston Technology has access to the latest tools and technical support necessary to develop products to work with the latest HP Digital Imaging and Printing products.

2.3 KINGSTON TECHNOLOGY AND SUN SYSTEMS

2.3.1 LICENSING AGREEMENT

Kingston Technology has signed a licensing agreement with Sun Microsystems™ for memory products manufactured by Kingston Technology and designated for use in Sun's high-performance servers.

2.3.2 KINGSTON TECHNOLOGY IS A MEMBER OF THE SUN DEVELOPE CONNECTION

As with all other OEM machines, Kingston memory will not invalidate your Sun Warranty. Your warranty remains valid when using compatible components.

The Sun Developer Connection™ Programme is a member-based programme comprising a collection of special offerings and services available to qualified companies interested in forming a business-to-business relationship with Sun.

Please find us in the Sun Solutions Catalogue:

http://solutions.sun.com/dbsearch/index.cgi?v_id=1025049&STATE=vendor&CMD=show

2.3.3 KINGSTON TECHNOLOGY IS PART OF THE COBALT DEVELOPER NETWORK

The Sun Cobalt Developer Connection™ is the ultimate resource for anyone developing solutions for Sun platforms. SDC offers technology, tools and business expertise that will make you a player in delivering application products and services into the marketplace.

Please find us listed at:

http://developer.cobalt.com/sol/sol.php?sol_id=164

3 SERVICE PARTNERSHIPS

In order for customers to have complete peace of mind when using their memory Kingston Technology has signed several service agreements with Service Providers and Original Equipment Manufacturers (OEMs). These range from agreements with specific service companies in different countries to pan-European agreements covering thousands of systems. For instance, in 2000 Kingston Technology signed a pan-European service partnership with SGI Europe.

Kingston Technology continually works with service companies and system manufacturers to agree new service partnerships for the benefit of our customers. These cover an extremely wide range of systems and countries.

For full details of our service partnerships in your region please contact your Kingston Technology account manager at +44 (0)1932 738888.

For service engineers please contact our Technical Support free on 00800 8888 0101.

For detailed information of our Service Agreements signed throughout Europe, please contact your local Kingston Technology Sales Representative.

3.1 KINGSTON TECHNOLOGY AND SGI

3.1.1 LICENSING AGREEMENT

Kingston Technology has been licensed by Silicon Graphics (SGI) to manufacture its patented memory for the SGI Challenge, SGI Origin 200, SGI Origin 2000, Silicon Graphics Onyx and Onyx2, Silicon Graphics 320 visual workstation and Silicon Graphics 540 visual workstation.

Kingston Technology is continually discussing new manufacturing programmes and joint projects with the system OEMs, and this list of products will continue to grow.

3.1.2 KINGSTON TECHNOLOGY'S EUROPEAN SERVICE AGREEMENT WITH SGI

As mentioned above Kingston Technology announced a Service Agreement with SGI in the EMEA region in 2000.

This Agreement was signed to provide specialised technical service and customer support to SGI's customers using Kingston memory products. Under this agreement SGI will provide on-site service and support for special instances, complementing Kingston's in-house technical support department.

Working with SGI is an excellent way to enhance Kingston's service offerings. This agreement provides SGI customers with high quality technical support and, if necessary, product replacement for Kingston memory installed on an SGI machine. By working together, we enable customers to benefit from Kingston's highly reliable, cost-effective memory enhancements installed in SGI's high performance systems.

Kingston Technology and SGI have a long history of working together, and Kingston Technology prides itself on its broad support of memory products for the world's best high performance workstations, servers and supercomputers. Kingston Technology provides a full line of licensed memory products for Silicon Graphics visual workstations and SGI servers (which include: SGI Challenge, SGI Origin 200, SGI Origin 2000, Silicon Graphics Onyx and Onyx2, Silicon Graphics 320 visual workstation, Silicon Graphics 540 visual workstation).

The licensing agreement with SGI has allowed Kingston Technology to manufacture memory according to SGI's design specifications, thus providing SGI and Kingston Technology customers with highly reliable and aggressively priced memory. This new Service Agreement is another way SGI and Kingston Technology have partnered to provide peace of mind and better service to IT managers choosing enterprise products.

4 KINGSTON TECHNOLOGY STRATEGIC RELATIONSHIPS

It is not just in the areas of licensing and service that Kingston Technology works closely with other system manufacturers and industry leaders. As the worldwide brand leader in memory products Kingston Technology holds strong partnerships with many system manufacturers and other IT market players. The fact that these major companies put their trust in Kingston's memory and name is a great endorsement of our commitment to the highest level of quality and service.

4.1 KINGSTON TECHNOLOGY AND TOSHIBA

In 2000 Kingston Technology announced an agreement with Toshiba Corporation Digital Media Network Company, Tokyo, Japan. In this agreement, Kingston Technology provides worldwide memory support to Toshiba Japan and its subsidiaries. Kingston Technology's long standing reputation for high-quality, 100% compatible memory modules is just cause for Toshiba's decision. Kingston Technology works in direct conjunction with Toshiba Japan's engineers to develop original memory modules that meet Toshiba's stringent quality standard. In turn, Toshiba will fully test, qualify and evaluate the modules. Toshiba Japan and its worldwide subsidiaries will then purchase these modules.

Kingston Technology is the only independent memory manufacturer that is qualified and approved by Toshiba Japan to manufacture Toshiba memory globally. These memory modules are packaged and labelled as Toshiba. The current memory modules to be manufactured by Kingston Technology for Toshiba, are PC66, PC100 and SODIMM memory technologies. This list will expand as the Kingston Technology-Toshiba relationship further develops.

Toshiba-Noteworthy® Memory

In 1996, Toshiba America Information Systems selected Kingston Technology as the official designer and manufacturer of NoteWorthy™ memory upgrades for Toshiba's entire line of notebook and desktop personal computers. Kingston NoteWorthy memory products for Toshiba computers offer the ideal way to improve system performance; plus, they are designed to meet the specification requirements set by Toshiba.

4.2 KINGSTON TECHNOLOGY AND DELL

As a preferred supplier of computer memory Kingston Technology is the sole chosen memory partner for Dell Software and Peripherals in Europe and is featured memory supplier on Dell's GigaBuys on-line superstore in the US. Dell Europe recommends Kingston memory for all systems for which it no longer manufactures memory. Dell systems users can access Dell's Software and Peripherals Division through Dell's home page and purchase memory upgrades for everything from Dimension desktops and Inspiron notebooks to the latest PowerEdge servers. Dell and Kingston Technology offer a tailor-made configurator in each country and language for customers to find precisely the memory they require for their system.

Further details can be found at www.dell.com by selecting your country.

4.3 KINGSTON TECHNOLOGY AND APPLE

Kingston Technology designs memory products for Apple® Macintosh PowerBooks and desktops per Apple specifications. Kingston Technology is provided with seed units from Apple to test and qualify prior to release of the systems from Apple and has access to Apple testing and compatibility labs.

4.4 KINGSTON TECHNOLOGY AND JEDEC

As a member of the JC42 memory committee, Kingston Technology participates with OEMs and DRAM manufacturers to adopt and approve new types of memory devices and modules.

4.5 KINGSTON TECHNOLOGY AND INTEL

Kingston memory has been tested and approved for use with several Intel server, workstation, and desktop baseboard systems. Kingston memory has passed all the tests required for qualification defined by Intel.

4.6 KINGSTON TECHNOLOGY AND RAMBUS

Kingston Technology has partnered with Intel Corporation and Rambus Inc. to facilitate the market ramp of the new Rambus memory technology and to provide premium quality modules at affordable prices to customers worldwide. Kingston Technology has already demonstrated its world-class manufacturing and testing expertise to produce RIMM, SO-RIMM, Continuity RIMM and Continuity SO-RIMM modules on a global scale, and is fully committed to support Intel's next generation PCs. By the end of 1998, Kingston's global manufacturing centres in the United States, Taiwan, and Ireland had completed manufacturing upgrades and were ready to support high-volume manufacturing of Rambus memory products. With the right industry partnerships, technology and dedicated people already in place, Kingston can be trusted to deliver premium-quality Rambus memory modules.

4.7 KINGSTON TECHNOLOGY AND MICROSOFT

Kingston Technology and Microsoft have been partnering on world-wide sales and marketing programmes since 1996 when they launched the first ever major co-marketing effort by a memory manufacturer and software company. The two companies formed this strategic alliance to promote the complementary relationship between software and memory and have since partnered on several programmes designed to educate IT professionals on the positive impact additional memory has on software capabilities and overall system performance.

5 OEM MANUFACTURING

Another strong area of Kingston's business is its own OEM manufacturing services. Kingston Technology's state of the art testing, research and development and global presence have all contributed to Kingston's respected standing in this important area.

Kingston's OEM Strategic Business Unit continues to grow very quickly, and by mid-1999, Kingston's list of customers had grown to include the majority of the top 12 global semiconductor manufacturers. Kingston Technology has truly achieved the prestigious status of "The OEM of Memory."

5.1 SOME DETAILS OF KINGSTON'S OEM MANUFACTURING

Kingston Technology is a leading provider of technology services to semiconductor manufacturers such as Toshiba and Hitachi. Kingston's OEM customers utilise leading-edge memory module manufacturing, testing, and logistical services from Kingston's four global manufacturing centres, located in Fountain Valley, California, U.S.A; Dublin, Ireland; Hsinchu Science Park, Taiwan, and Penang, Malaysia.

In 1998, Hitachi Semiconductor (America) Inc. selected Kingston Technology to provide Hitachi with global manufacturing and logistical support services. Kingston Technology was the first external company ever qualified by Hitachi to manufacture products under the Hitachi brand name.

In 1998, Toshiba and Kingston Technology formally extended a global manufacturing and logistical support partnership to also include next generation products such as Rambus memory modules. Kingston Technology has manufactured millions of memory modules under the Toshiba brand name for over 5 years.

6 WHY KINGSTON TECHNOLOGY EUROPE LTD?

We trust that this document has provided you with detailed insight into the reality of using Kingston memory in your system. Your system warranty always remains valid and in addition Kingston Technology works closely with many system manufacturers and IT industry leaders in the perfecting of manufacturing processes and services. Kingston Technology has truly become the memory technology company with a global presence and leadership and a strong network of support for its customers and partners.

6.1 FINANCIAL ADVANTAGES - A CASE STUDY

A large banking organisation had an annual memory spend of €9 million with OEM (system manufacturer) memory. After reviewing their memory spend, they approached Kingston Technology to help fulfil their memory requirements and reduce their budgets.

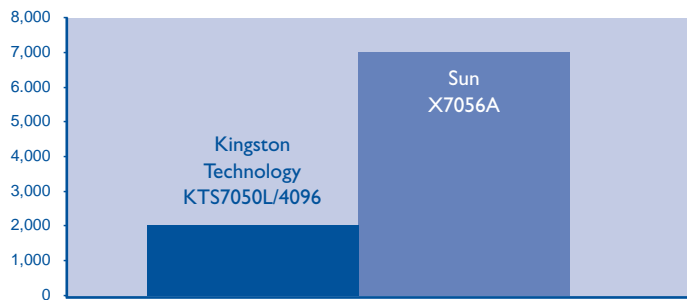
Their main concern was uptime and reliability. The total spend was reduced by €6 million, freeing up their budget to purchase more server systems. Free buffer stock and services were implemented to provide peace of mind.

Kingston Technology can demonstrate cost savings by working with you and your preferred reseller.

See below for some price examples for Kingston memory compared to different OEM systems.

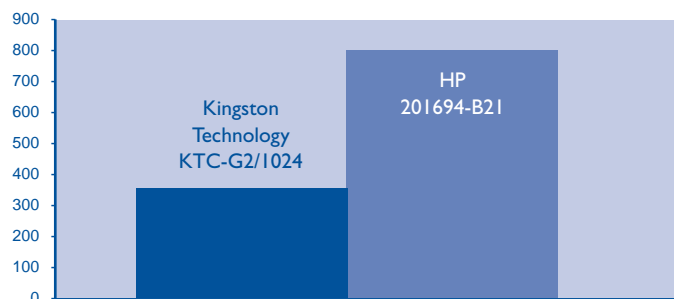
PRICE COMPARISON BETWEEN SUN AND KINGSTON MEMORY

Memory Prices in Euros



PRICE COMPARISON BETWEEN HP AND KINGSTON MEMORY

Memory Prices in Euros



Source: www.kingston.com/europe, www.sun.co.uk and www.hp.co.uk Date: 04/04/03

PRICE COMPARISONS

(all prices in Euros)

KTE P/N	Manufacturers and Equivalent P/N	Host System	KTE Price (MSRP)	Manufacturers Price	Difference as %
KTS7050L/4096	Sun Microsystems X7056A	Sun Fire 12K (Starkitty), 15K (Starcat), 3800, 4800, 4810, 6800, V880 (Daktari) 900 MHz	2,067	7,000	-239%
KTC-G2/1024	HP 201694-B21	ProLiantDL360G2, DL380G2, DL740, 760G2, ML370G2, BL p-Class BL20p, Tasksmart C4000 models 30, 40, 50, 60, 70	363	807	-123%

6.2 WHY CHOOSE KINGSTON TECHNOLOGY MEMORY?

Here are some more strengths that Kingston Technology offers to its customers.

- Kingston Technology is the world's leading memory manufacturer – and can support you with the best knowledge, research and development in the industry.
- Convenience of dealing with a single supplier for all types and brands of memory, and memory expansion issues.
- Savings of up to 50% from system OEMs
- Free Technical Support - Kingston's Technical Support Team offer lifetime cover and will diagnose memory-related errors, should they occur.
- All Kingston memory carries a lifetime warranty.
- 100% Testing. Kingston Technology has developed one of the top testing facilities in the memory industry, and has developed one of the most stringent memory testing programmes. Kingston's DCAT (Design, Components, Assembly, Test) quality control process is an extremely thorough procedure and is part of Kingston's strategy to ensure total quality and reliability.
- Corporates such as American Airlines and Ericsson have all benefited from using Kingston memory in their servers.
- For five years Kingston Technology has held a seat at JEDEC, helping the industry design superior memory products.

With memory it all comes down to being the best at the important things: as the brand leader Kingston Technology is the memory specialist.

- Superior Quality: Kingston Technology approves and qualifies all components and tests modules in all stages of production.
- Assured Compatibility: Kingston Technology customises memory to be 100% compatible with the computer system that is being upgraded.
- Convenience: Kingston Technology can provide a complete range of memory solutions for thousands of systems - at a competitive price.
- Free Evaluation: Kingston Technology offers a "Try and Buy Programme" for qualified customers. We will send an evaluation module free of charge so it can be tested in the customer's own environment, risk free.

6.3 SERVICES

6.3.1 Platinum Service Solution

Kingston Technology's Platinum Service contains reimbursement elements for you or your service provider for full support of Kingston memory.

Free on-site safety replacement spares/buffer stock

Kingston Technology knows that servers are mission critical machines for your business and can therefore ensure immediate support on our memory products. If on-site support for memory becomes necessary, we can offer you replacement modules, on site, free of charge.

Free memory evaluations for your qualification process

Kingston Technology offers free memory modules so you can evaluate our memory in your specific environment.

6.3.2 KingstonCare

KingstonCare is a premier service to Kingston Technology customers. KingstonCare ensures that our service partners can provide on-site Kingston memory replacement services at no extra cost to the customer. When a site visit is requested, Kingston's agreed local service provider will provide a prompt on-site via a Kingston approved technician. KingstonCare is our service guarantee for your Kingston Server Memory.

KingstonCare features also include:

- Service Reimbursement: Kingston Technology will work with you or your service provider to amend existing Service Level Agreements to include Kingston Technology server memory products. If that isn't possible Kingston will work directly with you to reimburse you for any related service charges.
- Alternatively we can dispatch one of our contracted service providers to service your machine, on us!
- Free On site memory spares: Kingston Technology offers on site spares to corporate customers and their service providers in order to meet tight service level agreements

KINGSTON MEMORY IN YOUR SYSTEM

Call Kingston Technology today for more information on Kingston memory.

EUROPEAN TOLL FREE NUMBERS

Memory Products	00800 8012 8012
Fax	00800 8823 8823
Technical Support	00800 8888 0101

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All references to "Kingston" in this document refer to Kingston Technology Ltd.