

# NEXSAN SUPPORT SERVICES OVERVIEW

**Choose the Nexsan Support Services** that best fits your organization and get the highest performance from your Nexsan system while protecting your storage investment. Nexsan offers Basic and Enhanced support programs beyond the Standard Warranty to provide a broad selection of service and support features for any sized organization or IT team. Contact your Nexsan sales representative or visit [www.nexsan.com](http://www.nexsan.com) to learn more about which support service options best meet your needs.

SUPPORT SERVICES	Support Feature	WARRANTY <sup>(1)</sup> & EXT. WARRANTY	BASIC <sup>(2)</sup>	ENHANCED
	Software & Firmware Updates While Covered	Minor releases and bug fixes	Minor and major releases and bug fixes	Minor and major releases and bug fixes
	Initiate Service Request (Phone, Email)	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
	Initial Response Time <sup>(3)</sup> Phone VM	Sev 1 4 hours Sev 2 NBD Sev 3 2 business days Sev 4 3 business days	1 hour 4 Hours 2 business days 3 business days	30 Minutes 2 hours NBD NBD
	Initial Response Time <sup>(3)</sup> Email	Sev 1 4 hours Sev 2 NBD Sev 3 2 business days Sev 4 3 business days	4 hours NBD 2 business days 3 business days	1 Hour 4 hours NBD NBD
	Status Update Frequency	Sev 1 4 hours Sev 2 8 hours Sev 3 24 hours Sev 4 5 Business Days	4 hours 8 hours 24 hours 5 Business Days	Hourly 4 hours 24 hours 5 Business Days
	Parts Shipment <sup>(4)</sup>	2 Business Days	NBD	NBD
	Shipping Method <sup>(5)</sup>	Sev 1 Priority overnight Sev 2 2 <sup>nd</sup> Business Day Sev 3 2 <sup>nd</sup> Business Day Sev 4 2 <sup>nd</sup> Business Day	Priority overnight Standard overnight Standard overnight Standard overnight	Priority overnight Priority overnight Standard overnight Standard overnight
	Technician Onsite <sup>(5)</sup> <sup>(6)</sup>	N/A	N/A	NBD NBD 2 business days 2 business days
	Hours of coverage	Sev 1 Business hours Sev 2 Business hours Sev 3 Business hours Sev 4 Business hours	24/7 Business hours Business hours Business hours	24/7 Business hours Business hours Business hours

<sup>(1)</sup> Standard Warranty period is 3-years for all products. 1-year standard warranty.  
<sup>(2)</sup> Basic service level is not available for Assureon.  
<sup>(3)</sup> Phone response time = the time from voicemail to callback.  
 Email response time = the time for a support engineer to review and respond as appropriate.  
 When contacting support, it is imperative to identify the serial number or system id of the unit for which support is being requested. To ensure proper priority, please also identify the contracted service level (Basic or Enhanced). This information will speed up the support process.  
<sup>(4)</sup> From the time a HW failure is identified by Nexsan Support and an action plan and site location is confirmed with the customer.  
<sup>(5)</sup> Includes EU, UK, North America, other locals based on available logistics choices.  
<sup>(6)</sup> On-site engineer service does not include FW updates as this is handled remotely.

Nexsan is dedicated to providing you world-class products and support to ensure your organization's success. Whether you need technical support or a quick delivery of a replacement part, Nexsan Support Services has you covered. We provide a comprehensive and holistic offering of hardware and software support services for your Nexsan storage systems.

When contacting Nexsan support, you will be working with Certified Engineers. Because your organization never stops running, we are here for you whenever you need us. Choose the Nexsan Support Service that fits your organization's needs and get the highest performance out of your Nexsan storage systems while protecting your investment.

### **BASIC Service**

**Nexsan customers requiring only essential business hours support choose Basic service.**

Basic service includes local business hours remote technical support (phone/email). If needed, replacement parts are delivered within one business day following hardware fault diagnosis. Software and firmware upgrades and updates are included.

### **ENHANCED Service**

**Nexsan customers who require around-the-clock convenience and simplified maintenance choose Enhanced service.**

Enhanced service includes 24x7x365 remote technical support (phone/email) and next-business-day on-site hardware replacement following diagnosis of a hardware issue. On-site maintenance options are available by one of our Nexsan trained, world-class services partners. Software and firmware upgrades and updates are included.

### **TECHNICAL SUPPORT**

The Nexsan-owned support centers are placed strategically worldwide giving you the availability when you need it. Nexsan Engineers provide English language support, available 24 hours a day, 365 days a year with Enhanced Support. Our globally-connected call tracking and communication system ensures the same level of quality worldwide.

## **ABOUT NEXSAN**

For 25 years Nexsan® has stood at the forefront of the global enterprise storage landscape. We are dedicated to providing organizations with the most reliable, cost-effective, and highly efficient storage solutions. Our comprehensive portfolio of solutions empowers enterprises to securely store, protect, and efficiently manage their invaluable business data. With a diverse range of offerings, we cater to the unique storage needs of businesses worldwide. Learn more about the Nexsan advantage at [www.nexsan.com](http://www.nexsan.com).