

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 Silver and Gold support programs beyond the Parts Only Warranty to provide a broad selection of service and support features for any organization or IT team. Contact your Nexsan sales representative or visit www.nexsan.com to learn more about which support service option best meets your needs.

SUPPORT SERVICES	Support Feature	PARTS ONLY WARRANTY ⁽¹⁾	SILVER ⁽²⁾	GOLD
	Software & Firmware Updates While Covered	Not included.	Minor and major releases and bug fixes.	Minor and major releases and bug fixes.
	Initiate Service Request (Phone, Email)	Email Only	24 x 7 x 365	24 x 7 x 365
	Initial Response Time ⁽³⁾ Phone	Sev 1 Sev 2 Sev 3 Sev 4 No phone support	1 Hour 4 Hours 2 Business Days 3 Business Days	30 Minutes 2 Hours Next Business Day Next Business Day
	Initial Response Time ⁽³⁾ Email	Sev 1 Sev 2 Sev 3 Sev 4 1-2 Business Days	4 Hours 8 Hours 1 Business Day 5 Business Days	Hourly 4 Hours 1 Business Day 5 Business Days
	Status Update Frequency	Sev 1 Sev 2 Sev 3 Sev 4 1-2 Business Days	4 Hours 8 Hours 24 Hours 5 Business Days	Hourly 4 Hours 24 Hours 5 Business Days
	Parts Shipment ⁽⁴⁾	2-5 Business Days	Next Business Day	Next Business Day
	Shipping Method ⁽⁵⁾ <small>Fastest Alternative for Geographic Region</small>	Sev 1 Sev 2 Sev 3 Sev 4 2 nd Business Day 2 nd Business Day 2 nd Business Day 2 nd Business Day	Priority Overnight Standard Overnight Standard Overnight Standard Overnight	Priority Overnight Priority Overnight Standard Overnight Standard Overnight
	Technician Onsite ⁽⁵⁾⁽⁶⁾	Sev 1 Sev 2 Sev 3 Sev 4 N/A	N/A	Next Business Day Next Business Day 2 Business Days 2 Business Days

- (1) Parts Only Warranty period is 3-years for E-Series, BEAST, and Unity. It is not renewable. Gold Support is required for Assureon.
- (2) Silver Support is not available for Assureon.
- (3) 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. This information will speed up the support process.
Severity 1 emergency issues should be phoned into support.
- (4) From the time a hardware failure is identified by Nexsan Support and an action plan and site location is confirmed with the customer.
- (5) Includes EU, UK, North America, other locals based on available logistics choices. Please note shipping cutoff times: 1:30PM GMT for APAC & EMEA and 1:30PM PT (Pacific Time) for the Americas.
- (6) On-site engineer service does not include Firmware 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.

Parts Only Warranty Service

Nexsan customers requiring only system parts replacement (without priority shipment) may remain with this support offering, included by default with a system purchase for the first three (3) years (Assureon not included). No remote or on-site assistance is included.

Silver Support Service

Nexsan customers who require around-the-clock convenience and simplified maintenance choose Silver Support. Silver Support includes 24x7x365 remote technical support via phone or email and hardware replacement the next business day following the diagnosis of a hardware issue. On-site maintenance options are not available with this service level. Remote software and firmware upgrades and updates are included.

GoldSupport Service

Nexsan customers who need the best care for their system select Gold Support (required for Assureon systems). Gold Support offers prioritized round-the-clock convenience and simplified support. Gold Support includes 24x7x365 remote technical support via phone or email and on-site hardware replacement on the next business day following the diagnosis of a hardware issue. One of our Nexsan-trained, world-class service partners offers on-site maintenance options. Remote software and firmware upgrades and updates are included.

Technical Support Centers

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. 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.