

NEXSAN'S LIFECYCLE FRAMEWORK

INTRODUCTION

Nexsan maintains a Life Cycle and End of Life Sales and Support Framework for its Nexsan storage products. This framework provides a set of guidelines to follow as a part of managing and setting the expectations for the lifecycle of Nexsan storage products for Nexsan's customers. In general, the framework supports a minimum product life of

five years from the time sales start for a product: a minimum of two years active sales and a minimum three year support window. Due to product popularity, most Nexsan storage products exceed the minimum active sales time frames.

SOFTWARE AND FIRMWARE RELEASES

Nexsan provides access and support for new software and firmware releases for customers that have an active service contract until an End of Life Announcement has been issued. From the time of an End of Life Announcement to the End of Service date, Nexsan will provide standard software and firmware support to those customers with an active service contract, for the most current release plus two previous minor releases that were made available at the time the End of Life Announcement was issued.

END OF LIFE ANNOUNCEMENTS FOR PRODUCTS AND SERVICE LIFE

End of Life Announcements (a.k.a End of Sales Announcements) for Nexsan storage products can be expected 60-120 days prior to the End of Sale date for any product. Warranty support for products purchased prior to the End of Sale will be provided for the remaining warranty term. Both service contracts and service renewal sales are typically provided for a minimum of three years from the End of Sale date. Additionally, add-on sales to existing systems are made available for as long as supplies last.

INTEROPERABILITY AND STORAGE MEDIA (HDDs & SSDs)

From the time of an End of Sales Announcement, Nexsan provides interoperability testing for 12 to 18 months for ISV or IHV features existing at the time of End of Life was announced. Only hard drive or solid state disk capacities that were sold at the time of the End of Sales Announcement will be supported through to the end of a product's service life; however, it is at the discretion of Nexsan to support new drives as alternatives as replacements for drives that fail during the life until the End of Service Renewals.