

# NEXSAN SUPPORT SERVICES DATASHEET

**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, Enhanced, and Premium 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> (NST, E-Series & Beast)	ENHANCED	PREMIUM
	Software & Firmware Updates While Covered	Minor releases and bug fixes	Minor and Major 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	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	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	1 Hour 2 Hours 4 Hours NBD
	Status Update Frequency	Sev 1 4 Hours Sev 2 1 Business Day Sev 3 3 Business Day Sev 4 5 Business Days	4 Hours 1 Business Day 3 Business Day 5 Business Days	Hourly 4 Hours 1 Business Day 5 Business Days	Hourly 4 Hours 1 Business Day 3 Business Days
	Parts Shipment On <sup>(4)</sup>	NBD	NBD	Same Day (M-F) or NBD if after 3:00 PM Customer Local Time	Same Day
	Shipping Method <sup>(5)</sup>	Sev 1 Standard 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	4 Hour 4 Hour Priority Overnight Priority Overnight
	Technician Onsite <sup>(4)(6)(7)</sup>	N/A	N/A	Day part arrives Day part arrives NBD after part arrives NBD after part arrives	4 Hours 4 Hours NBD NBD
	Hours of coverage <sup>(8)</sup>	Sev 1 Business Hours Sev 2 Business Hours Sev 3 Business Hours Sev 4 Business Hours	24x7 Business Hours Business Hours Business Hours	24x7 Business Hours Business Hours Business Hours	24x7 24x7 Business Hours Business Hours

- <sup>(1)</sup> Standard Warranty period is 3-years for all products except for Assureon, NST2000, Unity2000 & Unity 2200. The latter are 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, Enhanced or Premium). This information will speed up the support process. Please see - [How to find your serial number](#).
- <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.
- <sup>(7)</sup> Specific service appt times will be communicated in a 2 hour window and on best effort basis. We cannot be guaranteed arrival at an exact time due to various weather and traffic conditions outside the control of Nexsan.
- <sup>(8)</sup> Support business hours are generally M-F 2:00AM to 10:00PM US-Eastern Time, but may be extended on a given day.

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. Nexsan Support Service includes a three level support plan, including onsite service, to meet your organization's needs. 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.

### PREMIUM Service

Nexsan customers who require mission critical support for the fastest resolution choose Premium service.

Premium service offers fast 24x7x365 technical support, onsite response for critical issues and priority handling of all cases. Parts replacement and onsite maintenance within 4 hours of hardware fault diagnosis is provided 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 or Premium support). Our globally connected call tracking and communication system ensures the same level of quality worldwide.

### SEVERITY LEVEL DEFINITIONS

Severity 1	Production server or mission critical system(s) are down, and no workaround is immediately available. Requires customer to have dedicated resource(s) available to work on the issue on an ongoing basis during contractual hours.	Severity 3	Partial, non-critical loss of functionality or component not functioning correctly with little or no impact to immediate operations. Redundant part failure/replacement needed.
Severity 2	Major functionality is impaired or non-critical system(s) are down. Operations continue but are restricted or performing poorly.	Severity 4	Cosmetic issue, documentation error, setup or use questions. Scheduled maintenance or firmware update request.

### CONTACT

Web: <https://www.nexsan.com>

Email: [support@nexsan.com](mailto:support@nexsan.com)