

NEXSAN EZ-NAS 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 options beyond the Standard Warranty to provide a selection of service and support features for any sized organization or IT team. Contact your Nexsan sales representative or visit www.nexsan.com to learn more about which support service options best meet your unique needs.

Support Feature	Warranty ⁽¹⁾ & Extended Warranty	Basic (optional purchase)	Keep Your Parts (optional purchase)
Firmware Updates ⁽²⁾ 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
Hours of coverage	Business Hours	Business Hours	Business Hours
Initial response time ⁽³⁾ phone VM	Sev 1 NBD Sev 2 2 Business Days Sev 3 2 Business Days Sev 4 3 Business Days	4 Hour NBD 2 Business Days 3 Business Days	4 Hour NBD 2 Business Days 3 Business Days
Initial response time ⁽³⁾ email	Sev 1 NBD Sev 2 2 Business Days Sev 3 2 Business Days Sev 4 3 Business Days	4 Hour NBD 2 Business Days 3 Business Days	4 Hour NBD 2 Business Days 3 Business Days
Shipping method ⁽⁴⁾	After receipt of returned product, shipped NBD via 2-day priority.	Advanced replacement shipped same business day if prior to shipping cut-off time, shipped via 2-day priority.	Advanced replacement shipped same business day if prior to shipping cut-off time, shipped via 2-day priority.
Parts Return	Customer ships defective parts to Nexsan RMA depot before replacement parts are sent.	Customer ships defective parts to Nexsan RMA depot using provided packaging and shipping labels, after the replacement is received	No parts are returned to Nexsan

⁽¹⁾ Standard warranty is 3-years from ship date. Extended Warranty is available as an optional purchase for an additional 2-yrs.

⁽²⁾ Unless provided to address a specific higher severity issue, FW updates are considered Sev 4 for the purposes of scheduling and entitlement.

⁽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 (Warranty, Basic, or Keep Your Parts).

⁽⁴⁾ Advanced replacement. Shipping times are for EU, UK, Japan, China, Korea and North America, other locals based on available logistics choices.

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 (response time per SLA). Our globally connected call tracking and communication system ensures the same level of quality worldwide.

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 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. Firmware upgrades and updates are included

KEEP Your Parts (aka Blackhole) Option

Receiving replacement hardware under warranty normally requires the return of the defective part (payment for the replacement parts). Nexsan customers have the option to purchase "Keep your parts" coverage for those situations where it is prohibited for defective parts to leave a site.

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.

SUPPORT Lifecycle

Nexsan will provide technical support for EZ-NAS for at least 5-years from the ship date of the product. After 5-years, customers may be able to continue to receive product support through Nexsan extended support programs or third-party HW support providers.

CONTACT

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