

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 to learn more about which support service options best meet your needs.

| SUPPORT SERVICES | Support Feature | WARRANTY ⁽¹⁾ & EXT. WARRANTY | BASIC ⁽²⁾ (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 ⁽³⁾ 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 ⁽³⁾ 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: 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 | Hourly 4 Hours 24 Hours 3 Business Days |
| | Parts Shipment ⁽⁴⁾ | NBD | NBD | Same Day | Same Day |
| | Shipping Method ⁽⁵⁾ | Sev 1: Standard Overnight Sev 2: 2 nd Business Day Sev 3: 2 nd Business Day Sev 4: 2 nd 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 ⁽⁴⁾⁽⁶⁾ | Sev 1: N/A Sev 2: N/A Sev 3: N/A Sev 4: N/A | N/A | NBD NBD 2 Business Days 2 Business Days | 4 Hours 4 Hours NBD NBD |
| | Hours of coverage | 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 |

- ⁽¹⁾ Standard Warranty period is 3-years for all products except for Assureon, NST2000 and Unity2000. The latter are 1-year standard warranty.
- ⁽²⁾ Basic service level 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 (Basic, Enhanced or Premium). This information will speed up the support process. Please see - [How to find your serial number](#).
- ⁽⁴⁾ From the time a HW 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.
- ⁽⁶⁾ 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. 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.

ABOUT NEXSAN SERVICES

Nexsan Services provides personalized, tailored support and services from Certified Support Engineers you can trust. Trust, a simple concept, but is the groundwork to every positive, long lasting relationship. Which is why our customers across the globe invest in a relationship with our storage solutions to provide the capacity, flexibility and reliability to keep their organization running. Whether you are planning for your next storage system or want to optimize the efficiency of your existing data center, Nexsan Services has you covered. Nexsan Services offers an array of support offerings as well as professional services to enhance operational efficiencies and personnel knowledge, adding a greater value to your IT department. Contact us to learn how your Nexsan storage solution can help reach the outcomes that matter most to you.

Let's Get Started

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

Email: support@nexsan.com