

## Warranty Statement – Within Country of Purchase

Storageflex recognizes the important and critical role that disk data storage devices represent in organization's information technology infrastructures. As a leading manufacturer and provider of data storage technologies, Storageflex has instituted an Rapid Replacement Parts Program. This program was initiated with the express purpose of minimizing customer's downtime due to component failures.

Storageflex offers warranty periods sold in annual increments separate from the hardware and software price. This offers customers the ability to better align our solutions with their individual project and budgetary requirements. During the warranty period purchased, Storageflex will replace any failed component(s) within the country they purchased warranty for. Upon notification of a failure, Storageflex's Technical Support Services, working together with the Customer's support organization will diagnose the problem. Any required replacement component(s) will be immediately shipped to customer by courier for arrival the next business day. Only after the customer is up and operational, are the failed components returned to Storageflex. No waiting for the failed parts to be received at Storageflex's facility in order for the customer to serviced, tested, and put back on-line.

## Warranty Statement – Shipping paid both ways

Freight charges for replacement components delivered to the customer and return of failed components back to Storageflex are paid by Storageflex both ways when deployed in the same country of purchase. Moving systems between countries and continents may affect your warranty terms and conditions. Please check with Storageflex prior to moving systems between locations outside of the country originally purchased for.

Storageflex supports its products in each local country via its network of regional offices. Storageflex Technical Support in Headquarters is available from 9am to 8pm, Eastern Standard Time, by telephone and email. Support outside of North America are supported locally by authorized Storageflex branch offices.

## Warranty Statement – North American Support Options

Support Level	Description
<b>Bronze:</b> 1 Year Hardware Warranty with Technical Support 9am - 8pm EST (P/N EXHWWART1Y)	Provides 1 Year of Advance Parts Onsite Service Warranty (Labour excluded) with 9am to 8pm EST Technical Support to Storageflex RAID
<b>Silver:</b> 1 Year Next Business Day Onsite Service Warranty with Hardware Warranty (P/N EXNBD9X51Y)	Provides 1 Year Next Business Day Parts and Labour 9 X 5 X NBD Onsite Service Warranty with 9am to 8pm EST Technical Support to Storageflex RAID
<b>Gold:</b> 1 Year 24 X 7 X 4 Technical Support with Next Business Day Parts Onsite Service Warranty with Hardware Warranty (P/N EX24X7X41Y-NBD)	Provides 1 Year 24 X 7 X 4 Technical Support with Next Business Day Parts Onsite Service (Labour excluded) Warranty with Hardware Warranty Extension Technical Support to Storageflex RAID
<b>Platinum:</b> 1 Year 24 X 7 X 4 Onsite Service Warranty with Hardware Warranty (P/N EX24X7X41Y)	Provides 1 Year Next Business Day Parts and Labour 24 X 7 X 4 Onsite Service Warranty with 24 X 7 X 4 Technical Support to Storageflex RAID

Storageflex

NETWORK DATA STORAGE SOLUTIONS

For further assistance...

[warranty@storageflex.com](mailto:warranty@storageflex.com) | (877) 736-9407 x300

Over 30 Years of Mass Storage Experience