

Support and Service Programs

Product Warranty Programs:

With highly trained Technical Support Staff, Iron Systems prides itself in offering the best product support. Our server, storage and appliance products are backed by product support, configuration assistance, training, on-site maintenance services and more.

- For pricing information or additional details, please contact your designated Account Executive, or, send an email to sales@ironsystems.com.
- If you already have a Warranty Program and have questions about deliverables and/or period of coverage, please contact support@ironsystems.com.
- We offer a variety of customer support and service plans, and our Ironsystems Consulting Service team can further assist you with solutions outside traditional support offering.

Plans and Coverage	Ironsystems Standard	Ironsystems Advance	Ironsystems Silver	Ironsystems Gold	Ironsystems Platinum	Ironsystems Enterprise
Help Desk Support						
Self Help via Online Knowledgebase	✓	✓	✓	✓	✓	✓
Resolution via Email (Web-Form)	✓	✓	✓	✓	✓	✓
Resolution via Email (Web-Form) + Phone	✓	✓	✓	✓	✓	✓
Coverage Hours	8am-5pm	8am-5pm	8am-5pm	24 x 7	24 x 7	24 x 7
Coverage Days	M-F	M-F	M-F	365 Days	365 Days	365 Days
Support Resolution Coverage						
L1 Hardware Deploy - Quick Start Guide Assistance	✓	✓	✓	✓	✓	✓
L2 OS Installation & HW Troubleshooting	✓	✓	✓	✓	✓	✓
L3 Advance Configuration - OS / Apss / Network etc					✓	✓
L4 Data Center Config & Root Cause Analysis						✓
Performance Review Meeting				✓	✓	✓
Follow the Sun worldwide coverage						✓
Hardware Service: Depot Repairs						
Depot Repairs via RMA	✓	✓	✓	✓	✓	✓
Hardware Service: Onsite Repairs						
On-Site Technician Visit			✓	✓	✓	✓
On-Site Response Time			Next Day*	Same	4 Hours*	Onsite Staff
On-Site Coverage Hours			8am-5pm	8am-5pm	8am-5pm	Onsite Staff
Hardware Service: Parts Replacement						

Advance Parts Replacement		✓	✓	✓	✓	✓
Terms: Coverage Period						
Ironsystems Standard Warranty - Included (Years)	2	-	-	-	-	-
Ironsystems Warranty Extension - Option (Years)	1 (Total 3)	-	-	-	-	-
Ironsystems Premium Coverage - Option (Years)	-	1, 2 or 3	1, 2 or 3	1, 2 or 3	1, 2 or 3	1, 2 or 3

Ironsystems Standard Warranty: Standard Level Warranty Program

Iron Systems includes 2 Years of Standard Warranty Coverage on every system sold. The coverage period can be extended by 3 years. This warranty offering includes:

Help Desk Support:

- Support hours are 6 AM to 8 PM Pacific Time (Monday through Friday except holidays).
- Incidents can be reported via Email, Web, or Telephone.
- Access to Iron Systems' Self-Service Web Portal.

Hardware Services:

- Covers failure diagnosis and replacement of factory parts and depot repair labor.
- Depot Repairs:
 - For repair of product and/or shipment of replacement parts, a Return Material Authorization (RMA) number is required and will be provided by Technical Support following failure diagnosis.
 - Depot Repair turn-around time is 5 days, not including shipping time (RMA required)
- Replacement Parts are shipped upon receipt of failed parts (RMA required). Iron pays shipping one way.

Terms of Coverage:

- 2, or 3 year standard limited warranty (RMA only - no on-site service).
- Warranty is valid from the date of shipment.
- Items outside Warranty Coverage will be presented to the customer as billable along with a time & materials quote prior to repairs being executed.

Recommended for Data Centers with a Redundant Infrastructure and a Dedicated On-Site Support Staff that can diagnose and remedy hardware issues with minimal support

Ironsystems Advanced Warranty: Standard w/Advanced Parts Exchange

Customers can upgrade their Standard Warranty with an option for Advanced Parts Exchange. This plan offering includes:

Help Desk:

- Support hours are 6 AM to 8 PM Pacific Time (Monday through Friday except holidays).
- Incidents can be reported via Email, Web, or Telephone.
- Access to Iron Systems' Self-Service Web Portal.

Hardware Services:

- Covers failure diagnosis and replacement of factory parts and depot repair labor
- Replacement Parts will be shipped on the same business day (next business day if after Noon PST) upon diagnosis of failure and issuance of an RMA number. Iron pays shipping both ways in North America. Iron Pays Shipping one way International.

- Failed parts must be returned to Iron within 15 Business Days. Iron reserves the right bill for parts not returned within 15 Business Days at the then current fair market value.

Terms of Coverage:

- 1, 2, or 3 year standard limited warranty (RMA only - no on-site service).
- Warranty is valid from the date of shipment.
- Items outside Warranty Coverage will be presented to the customer as billable along with a time & materials quote prior to repairs being executed.

Recommended for Standard Warranty Customers Needing Replacement Components On-Site with the least possible delay or repair or replenishment.

Ironsystems Onsite Silver Plan*:

Customers can upgrade their Standard or Standard/AE Level Warranty to the Silver Level Service Plan. This plan offering includes:

Help Desk Support:

- Support hours are 6 AM to 8 PM Pacific Time (Monday through Friday except holidays).
- Incidents can be reported via Email, Web, or Telephone.
- Access to Iron Systems' Self-Service Web Portal.

Hardware Services:

- Covers failure diagnosis and replacement of factory parts and depot repair labor.
- Onsite Service:
 - The hours of coverage for onsite services are Next Business Day from 8:00 AM to 5:00 PM local site time.
 - On-site service levels require that necessary spare parts be on site prior to dispatch of an Engineer. For best service levels we strongly recommend that spares and spares kits be obtained at the time of purchase.
- Twice Yearly Performance Review meetings included

Terms of Coverage:

- 1, 2, or 3 year standard warranty with Next Business Day on-site response.
- Warranty is valid from the date of shipment.
- Items outside Warranty Coverage will be presented to the customer as billable along with a time & materials quote prior to repairs being executed.
- The necessary spare parts are required to be on site prior to dispatch of an Engineer for onsite service support. We strongly recommend that spare kits are purchased at the time of original purchase of equipment and stocked in a safe cage.

Recommended for Data Centers with a Dedicated Staff Remote from Data Center that can at least temporarily remedy situations with little external aid.