

Warranty Program SERVICE & SUPPORT

 iSeries

Warranty General Terms

Customers may also contact Nexsan Technical Services via email at support@nexsan.com. All support requests via email are addressed during standard Nexsan Business Hours.

Nexsan warrants that the software portion of its Products, when delivered and properly installed at customer site, will perform in accordance with Nexsan's published Specification, except for non-material aesthetic aspects. Nexsan will replace any defective media item within ten (10) business days after delivery. Nexsan does not warrant that the functions contained in the Software will meet any requirements beyond the Product Specifications, or that the operation of the software will be uninterrupted or error free. Nexsan makes no representation as to the suitability of Software supplied as to fitness for a particular purpose.

Nexsan will make available, free of charge to the original registered owner of the Product, any Nexsan Software updates and maintenance releases which are issued during the warranty, or contracted support period. Major releases are not included in any support level. These updates are available at www.Nexsan.com and may only be available if the system has been registered through the on-line or GUI process.

The iSeries appliance being sold has all stated iSeries software pre-installed. The hardware portion of the appliance is being sold to Licensee, but all software is being licensed. (A License Agreement is available for review from Nexsan. Please refer to that document for Terms and Conditions of iSeries licensing).

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THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES OF MERCHANTABILITY. LICENSOR SPECIFICALLY DENIES ANY IMPLIED OR EXPRESS REPRESENTATION THAT: (i) ANY OF THE ITEMS WILL FIT THE LICENSEE'S REQUIREMENTS; (ii) THE SOFTWARE WILL OPERATE UNINTERRUPTED OR ERROR-FREE; OR (iii) LICENSOR CAN HAVE ALL PROGRAM DEFECTS CORRECTED.

Nexsan provides advance replacement of identified defective iSeries appliances during the warranty period. Replacement appliances will be advance shipped for delivery in 1 business day.

Nexsan storage components of an iSeries system are covered by the Standard Storage Warranty and are subject to the same conditions and available options.

A Customer who does not wish to replace defective storage components may arrange for the entire storage device to be shipped, at customer's expense, to Nexsan for diagnosis and repair or alternatively may request on-site professional services from Nexsan. If professional services are requested, a quote will be provided to the Customer.

Available Support Upgrades; iSeries Appliance:

- 7x24 Telephone Technical Support
- Nexsan Professional Services

Available Support Upgrades; Nexsan Storage:

- NBD On-Site Support
- 7x24x4 On-site support
- 7x24 Telephone Technical Support
- On Site Spares Kit (OSSK)
- Nexsan Professional Services

See the Nexsan Support Web page for details on these offerings.

