



Service and Support



TANDBERG DATA 
Securing your Information



World-Class Service

Tandberg Data is a leading supplier of data protection solutions and offers class leading service and support options that minimise downtime for your business. Tandberg Data SecureService™ covers your solutions and optimises your business continuity. Tandberg Data understands the importance of your data.



Here's What We Offer

GLOBAL SERVICE AND SUPPORT CENTRES THAT ARE ABLE TO SHIP REPLACEMENT UNITS OR SPARE PARTS TO GET YOU UP AND RUNNING AS QUICKLY AS POSSIBLE

A WORLD-CLASS TECHNICAL SUPPORT TEAM, HIGHLY EXPERIENCED AND DEDICATED, THAT IS ABLE TO QUICKLY DIAGNOSE THE PROBLEM REMOTELY

NEXT BUSINESS DAY (NBD) ON-SITE-SERVICE AND SUPPORT PERFORMED BY EXPERIENCED ENGINEERS

24 X 7 ON-SITE SERVICE AND SUPPORT, THE HIGHEST LEVEL OF SERVICE AND SUPPORT TO PROTECT MISSION-CRITICAL ENVIRONMENTS



Tandberg Data SecureService™ and Advanced Replacement Service (ARS)

At Tandberg Data we understand the problems that are caused by the loss of data and the need to get your data restored as quickly as possible. Downtime costs money so we have designed a number of SecureService solutions to minimise disruption.

WHAT WE OFFER

- On-site service that includes an on-site technical visit within four hours to next business day (NBD) onsite attendance
- Five-day business week, 9 a.m. to 5 p.m. or 7 days a week, 24 hours a day
- Advanced Replacement Service (ARS): We will ship replacement parts or units within 48 hours, depending on the product






SecureService Extensions

For continued peace of mind, Tandberg Data offers ARS and SecureService contract extensions for years 2 and 3. A SecureService agreement guarantees that an engineer will attend your site quickly and within your Service Level Agreement (SLA) specified times.

Tandberg Data also offers out-of-warranty repair, but it could take much longer to have an engineer on-site, and you would be charged for each visit. We always endeavor to get products up and running as quickly as possible, and with the ARS or SecureService extension, you can rest assured that we will be there to fix your problems within your requirements.

LEVELS OF SECURESERVICE AGREEMENTS

 Advanced Replacement Service (ARS), product or field replaceable unit shipped from hub within 48 hours

  5 days x 9 hours x NBD (Next Business Day response to site)

   7 days x 24 hours x 4 hours (4 hour response to site)



Product Registration

Activate Your On-Site Service and Warranty

In order to activate on-site service or warranty, please register your hardware with Tandberg Data. Many of Tandberg Data products ship with one-year next business day on-site service or advanced replacement service (ARS). Your hardware has to be registered within 60 days of purchase to enable you to receive the ARS or one-year next business day on-site service which was included with your product.

Go to www.tandbergdata.com/login

for registration information and regional availability of on-site service.



BENEFITS TO REGISTERING



Your warranty will be activated, enabling us to meet our response times to you



You will receive notification when your service or warranty needs to be renewed



You will receive technical updates informing you of any firmware or software upgrades



You will receive special offers and promotions



You will receive regular newsletters to keep you updated with Tandberg Data news





Tandberg Data Engineers and Support

When you purchase a Tandberg Data product you will get our best-in-class support, by telephone, by our web-based system or through an on-site visit. All of our engineers are qualified to support our full product range and have thorough knowledge of most customer environments.

YOUR TEAM OF ENGINEERS

- We understand your pain points
- We will update you at every stage of the process
- We will seek to identify and fix the underlying problem, remotely if possible
- We will aim for a first-time fix
- Our engineers are trained to work in all environments, including schools and colleges



Telephone Support

Our technical support team has gone through intensive and continuous training programs to ensure customer satisfaction.

OUR GLOBAL TECHNICAL SUPPORT TEAMS:

- Update the customer at every stage of the process, liaising with site engineers should any parts be required
- Try to fix the problem remotely, minimising downtime for the customer
- Are available on a 9 hours x 5 day telephone support and by website 24 hours a day, offering drivers and downloads, firmware upgrades, knowledge base, troubleshooting and online support



Service and Support

Product Warranty

Tandberg Data warrants to the original End User (Purchaser) that this computer product (Product) purchased from Tandberg Data or an authorised Tandberg Data dealer is free from manufacturing defects in material and workmanship for the applicable warranty period as set forth in the product specification, from the date of shipment to Tandberg Data's authorised dealer.

In order to receive warranty services, contact the appropriate Tandberg Data location shown at www.tandbergdata.com/contacts. Do not return your product to the place of purchase. Product returns must reference a Tandberg Data Return Material Authorization (RMA) number, and any product received by Tandberg Data without an RMA number will be returned to the purchaser.

Go to www.tandbergdata.com for the full warranty statement.

Out of Warranty and No SecureService Agreement

If you don't have a Tandberg Data SecureService agreement, or if the warranty of your product has expired, Tandberg Data is able to offer out-of-warranty repair or on-site repair for such units, but it could take much longer to have an engineer on-site and you will be charged for each visit.

THE ONE-OFF SITE VISIT INCLUDES:

- On-site Technical Support visit
- Parts, if the product is still under warranty
- Warranted repair for one month
- Free fix if the same problem appears again





STANDARD WARRANTY AND SERVICE

	Americas	Europe	Asia Pacific
RDX QUIKSTOR			
RDX Drives	3-year ARS warranty	3-year ARS warranty	3-year warranty
RDX Media	3-year ARS warranty	3-year ARS warranty	3-year warranty
TAPE DRIVES			
DAT Drives	3-year warranty, 1st year ARS	3-year warranty, 1st year ARS	3-year warranty, 1st year ARS
LTO HH Drives	3-year ARS warranty	3-year ARS warranty	3-year ARS warranty
LTO FH Drives	3-year ARS warranty	3-year ARS warranty	3-year ARS warranty
TAPE AUTOMATION			
StorageLoader LTO	1-year NBD SecureService warranty	1-year NBD SecureService warranty	3-year warranty
StorageLibrary T24	1-year NBD SecureService warranty	1-year NBD SecureService warranty	3-year warranty
StorageLibrary T40*, T80*, T120* and T160*	1-year NBD SecureService warranty	1-year NBD SecureService warranty	3-year warranty
DISK-BASED BACKUP			
DPS2000 Series NAS	1-year NBD SecureService (OSS) 1-year software maintenance	1-year NBD SecureService (OSS) 1-year software maintenance	3-year warranty, 1st year ARS-C 1-year software maintenance
AccuVault	1-year NBD SecureService (OSS) 1-year software maintenance	1-year NBD SecureService (OSS) 1-year software maintenance	1-year NBD SecureService (OSS) 1-year software maintenance
RDX QuikStation	1-year NBD SecureService (OSS)	1-year NBD SecureService (OSS)	1-year NBD SecureService (OSS)
MEDIA			
DAT	Limited lifetime warranty	Limited lifetime warranty	Limited lifetime warranty
LTO	Limited lifetime warranty	Limited lifetime warranty	Limited lifetime warranty
SLR	Limited lifetime warranty	Limited lifetime warranty	Limited lifetime warranty

Free Technical Phone and Web Support included with all products

NBD OSS = Next Business Day On-site Service

ARS = Advanced Replacement Service.

Credit card for collateral may be required for advance shipment

Warranty Terms and Conditions change from time to time. The most current Terms and Conditions can be found at www.tandbergdata.com

SERVICE AND SUPPORT CONTACTS

REGION	PHONE AND EMAIL
United States and Canada www.tandbergdata.com/us	Tel: 1-303-417-7792 support@tandbergdata.com
Europe and Africa www.tandbergdata.com/emea	Tel: 00800 82632374 SupportEMEA@tandbergdata.com
Asia Pacific and Middle East www.tandbergdata.com/apac	Tel: (+65) 6593 4700 supportAPAC@tandbergdata.com

For more information and local telephone numbers, please visit www.tandbergdata.com

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