

Tandberg Data Service

World-Class Service to Minimize Downtime

Tandberg Data offers a wide range of service, repair and warranty offerings to minimize downtime and further protect your business critical data.

Warranty

Tandberg Data includes limited warranties on every product we sell. Service for Tandberg Data products under warranty is provided by Tandberg Data's fully trained and qualified technicians. Any products found to be defective within the warranty period will be repaired or replaced without charge.

Technical Support

Tandberg Data offers free telephone and online support on all its current products. Tandberg Data's Technical Support Experts provide telephone support from Monday to Friday, 08:00 to 18:30 (CET).

Advanced Replacement Service

A replacement unit or its components will be shipped to the customer's site, free of charge, within 2 business days. Advanced replacement Service is available to customers throughout Europe. Visit www.tandbergdata.com for more details.

If you have any questions about protecting your data, Tandberg Data storage specialists are available globally to offer you help in finding the best solution for your business.

Please contact Tandberg Data
 00 800 8263 2374 (00 800 TANDBERG)



Additional Service Offerings

SecureService

For customers who require higher levels of service to minimize downtime and its associated costs, Tandberg Data offers extended on-site service options:

5x8xNBD—On-site-support during the next business day, five days a week, eight hours a day.

5x8x4—On-site-support within four hours, five days a week, eight hours a day. This coverage is available during regular business hours.

7x24x4—On-site-support within four hours, seven days a week, twenty-four hours a day, any day of the week, including bank holidays.

Bring-in Repairs

Tandberg Data will repair products outside the warranty period. For a small charge, Tandberg Data's fully trained and qualified technicians will check and repair the unit.

Media Bulk Erase

The bulk erase service from Tandberg Data saves you work and provides peace of mind that all data, such as company critical information, has been completely erased.

Maintenance

Tandberg Data qualified engineers will be able to refurbish Tandberg Data hardware or carry out firmware updates.

Service and support, at a glance.

STANDARD SERVICE AND TECHNICAL SUPPORT					UPGRADED SERVICE LEVELS		
TAPE DRIVES	Standard Warranty	Advanced Replacement Service	5x10x Freephone	24x7xWeb Support	Warranty upgrade	Advanced Replacement Service upgrade	SecureService Installation
SLR Drives	3 yrs	3 yrs	included	included	4-5 yrs		
VXA Drives	3 yrs	1 yr	included	included	4-5 yrs		
LTO Drives	3 yrs	3 yrs	included	included	4-5 yrs		
REMOVABLE DISK							
RDX QuikStor	3 yrs	1 yr	included	included			
TAPE AUTOMATION							
StorageLoader VXA	3 yrs	1 yr*	included	included	4-5 yrs	2-5 yrs*	✓
StorageLoader LTO	3 yrs	3 yrs*	included	included	4-5 yrs	4-5 yrs*	✓
StorageLibrary T24	3 yrs	1 yr*	included	included	4-5 yrs	2-5 yrs*	✓
StorageLibrary T40	3 yrs	1 yr*	included	included	4-5 yrs	2-5 yrs*	✓
StorageLibrary T40* and T80*	3 yrs	1 yr 5x8xNBD included			4-5 yrs	2-5 yrs	✓
DISK BASED BACKUP							
StorageCab 6000	3 yrs	1 yr*	included	included	4-5 yrs	2-5 yrs	

ON-SITE SERVICE UPGRADES				ADDITIONAL AND OUT OF WARRANTY SERVICES		
TAPE DRIVES	SecureService 5x8xNBD	SecureService 5x8x4	SecureService 7x24x4	Bring in Repairs	Media Services Bulk Erase	Maintenance
SLR Drives	1-5 yrs	1-5 yrs	1-5 yrs	✓	✓	✓
VXA Drives	1-5 yrs	1-5 yrs	1-5 yrs	✓	✓	✓
LTO Drives	1-5 yrs	1-5 yrs	1-5 yrs	✓	✓	✓
REMOVABLE DISK						
RDX QuikStor				✓		
TAPE AUTOMATION						
StorageLoader VXA	1-5 yrs	1-5 yrs	1-5 yrs	✓	✓	
StorageLoader LTO	1-5 yrs	1-5 yrs	1-5 yrs	✓	✓	✓
StorageLibrary T24	1-5 yrs	1-5 yrs	1-5 yrs	✓	✓	✓
StorageLoader T40	1-5 yrs	1-5 yrs	1-5 yrs	✓	✓	✓
StorageLibrary T40* and T80*	2-5 yrs	1-5 yrs	1-5 yrs	✓	✓	✓
DISK BASED BACKUP						
StorageCab 6000	1-5 yrs	1-5 yrs	1-5 yrs	✓		

* component level only

About Tandberg Data

Tandberg Data is a leading global supplier of backup and archiving technologies. Tandberg Data offers a complete range of tape libraries, tape autoloaders and tape drives (based on the LTO™, SLR™, VXA® tape technology platforms), storage software, data media and disk-based storage such as the RDX™ QuikStor. These solutions are marketed exclusively through a channel of qualified resellers and distributors. These solutions are underpinned by OEM agreements with major server manufacturers including IBM, Hitachi, Fujitsu, Fujitsu-Siemens, Apple and Dell and supported by all major operating systems and storage software applications to operate in heterogeneous network environments. All solutions are designed to meet the growing storage requirements of small and medium-sized organisations with scalability, reliability and backward compatibility features that ensure cost effective operation and long-term investment protection.

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In addition to the offices above TANDBERG DATA ASA has branch offices in the United Kingdom, France, Italy, India, China (PRC), Thailand and Brazil. TANDBERG DATA ASA is a publicly held company based in Oslo, Norway and is traded on the Oslo Stock Exchange (ticker=TAD). Specifications subject to change without notice. RDX QuikStor, BAKStor, and SLR are trademarks of Tandberg Data ASA. RDX is a registered trademark of ProStor Systems. LTO is a trademark of HP, IBM and Quantum. All other trademarks are the property of their respective owners. ©2007 TANDBERG DATA. All rights reserved.