

Iomega® Network Storage Service Plans

Assure the Availability of Your Network Storage with Iomega Support Services

Protect your investment with flexible service plans



Base Service

- Free phone and email technical support during local business hours
- Web support with knowledge base & free software updates
- Customer-defined monitoring and support alerts with online case logging and tracking
- Free Advance Exchange for parts replacement

Service Plan Features

- Includes base service features, plus free unlimited phone and email technical support (local business hours in all languages, 24x7 in English)
- On-site spares kit – includes hard drive, fan, and power supply, also available as a stand alone kit
- Next business-day or 4-hour onsite service*
- Support Priority

Assuring the availability of your Iomega® StorCenter™ Network Storage devices is a critical part of your data protection strategy. Iomega has made selecting and obtaining the best level of support for the entire life of this product easy and affordable. Getting your service plan from Iomega assures dependable delivery of results and lower total cost of ownership of your Iomega network storage solution. Iomega service is available 24x7 to protect your network storage technology investment with fast, consistent and reliable technical and problem-solving expertise.

Service plans for your Network Storage devices are offered at different levels to best meet your needs.

Base Service

Base Service is included free with the StorCenter Network Storage devices and is geared toward customers seeking a simple support solution. The Base Service includes the standard 3 year warranty along with business hours, phone and email support, plus access to free firmware updates, spares kits for rackmount products, and Iomega's award-winning knowledge base. Also included is advance hardware replacement, so there is no need to wait for hardware support, and the option to purchase self-service spares kits. If you require more than base service, there are additional service plans available to suit your specific business needs.

Service Plans

If the availability of your network storage equipment is critical to your business, upgrade your base service with an Iomega service plan. For desktop network storage devices, select the **Desktop Extended** plan that will add 24x7 technical support and extend the warranty to 5 years. For rackmount network storage devices, select from **Enhanced** or **Premium** plans to best meet your business needs. When your IT resources are limited and availability is critical, both plans ensure 24x7 access to Iomega's technical experts and next-day onsite hardware service. The Premium plan adds 4-hour onsite service and includes a strategic spares kit to ensure your business keeps running. Decide the duration you need for your service plan and choose from 3 year or 5 year terms.

SUPPORT FEATURES	BASE	DESKTOP EXTENDED	ENHANCED	PREMIUM
Free Unlimited Phone Technical Support	M-F Local business hours	24x7 (After hours in English)	24x7 (After hours in English)	24x7 (After hours in English)
Onsite Parts Replacement	Not included	Not included	NBD (Next Business Day)	4 Hr Parts Replacement (Parts in Strategic Parts Kit, NBD for other parts)
Strategic Parts Kit	Not included	Not included	Not Included	Included
RMA Parts Delivery	Advance Exchange	Advance Exchange	Advance Exchange	Expedited Advance Exchange
Support Priority	Normal	Priority	Priority	Highest Priority
Web Support with an up-to-date knowledge base & free software updates	✓	✓	✓	✓
Automated Support Alerts	✓	✓	✓	✓
Online Case Tracking	✓	✓	✓	✓
Warranty	3 Years (With registration)	5 Years	3 or 5 Years	3 or 5 Years
SKUs		35998 (ix series) 35999 (px series)	35698 (px4) 35701 (px4) 36005 (px12) 36006 (px12)	36001 (px4) 36002 (px4) 36003 (px4) 36004 (px4) 35803 (px12) 35804 (px12) 35805 (px12) 35806 (px12)

- **Technical Support** – Iomega technical support experts will quickly identify the cause of the problem and provide a solution.
 - **Base technical support: Phone and e-mail** – Monday through Friday during local business hours*
 - **Service Plan technical support: Phone and e-mail** – 24x7 (after hours in English)
- **Onsite Parts Replacement** – If Iomega determines that your Iomega product requires service, we will dispatch a service provider to repair or replace the affected hardware. Onsite services include component next business day replacement parts. 4-hour service covers the strategic parts kit included in the Premium Service Plan, all other parts are NBD.
- **Strategic Parts Kit** – This on-site kit is part of the Premium Service plan, and can be purchased separately for the other service plans. This kit includes the following items:
 - Replacement hard disk drive with HDD tray
 - Replacement power supply
 - Spare Fan (for ix12 and px12 rackmount models only)
- **RMA Parts Delivery/Hardware Replacements** – When an RMA is necessary, Iomega offers the following delivery options:
 - **Advance Exchange** – Iomega will send a replacement device or component and a mailer label for easy returns
 - **Expedited Advance Exchange** – Iomega will use expedited shipment for replacements.
 - **Support Priority Customers with Premium Plans** – Receive the highest priority in the support queue. Enhanced Service Plans entitle you to priority routing.
- **Web-based Customer Support** – Access to the latest knowledge base for Iomega’s network storage solutions, including technical support articles, tutorials and “How to” instructions, the latest software updates and patches, and complete product documentation.
- **Automated Support Alerts** – Your Iomega network storage product provides notifications when new firmware or other updates are available.
- **Online Case Tracking** – Customers can create an Iomega My Support account to track and manage open cases within Iomega Tech Support.
- **Warranty** – Service plans are available for 3 year or 5 year terms.

* For specific hours in your region, go to www.iomega.com/serviceplans



A Name You Can Trust
Iomega is part of EMC Corporation, the world’s premier information infrastructure technology provider—leading customers on the journey to cloud computing.