



## IOMEGA® STORCENTER™ ix12-300r SERVICE PLANS

ASSURE THE AVAILABILITY OF YOUR NETWORK STORAGE ARRAY WITH IOMEGA SUPPORT SERVICES

Assuring the availability of your Iomega StorCenter ix12-300r network storage array is a critical part of your data protection strategy. Iomega has made selecting and obtaining the proper level of support for the entire life of this product easy and affordable.

Single-source accountability 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.

### IOMEGA SERVICE AND SUPPORT

Service plans for your StorCenter ix12-300r are offered at Base, Enhanced, and Premium levels. Choose the level of service best suited for your needs.

#### Base Plan

Base service—included free with the StorCenter ix12-300r array—is geared toward customers seeking a simple support solution. It includes

business hours phone and email support, plus access to free firmware updates and Iomega's award-winning knowledgebase. You can purchase add-on features, such as fee-based on-site service and self-service spares kits.

#### Enhanced Plan

If the availability of your network storage equipment is critical to your business, Enhanced service will ensure you 24x7 access to Iomega's technical experts. When availability is critical, or your IT resources are limited, the Enhanced support plan offers a low cost alternative, with a spares kit and next-day on-site repairs performed by a trained Iomega-authorized technician.

#### Premium Plan

If your business demands the highest level of support and requires around-the-clock access 365 days a year, our Premium service plan is the best solution. It provides you with all of the premium features of our Enhanced level support—with access to these services 24 hours a day, 7 days a week, 365 days a year—plus 4-hour\* on-site service response.

## BASE PLAN OFFERING

- ▶ Free phone and email technical support during local business hours
- ▶ Web support with knowledgebase & free software updates
- ▶ Customer-defined monitoring and support alerts with online case logging and tracking
- ▶ Fee-based Advance Exchange option for parts replacement
- ▶ Optional spare kit available – includes hard drive, fan, & power supply

## ENHANCED PLAN OFFERING

- ▶ Free unlimited phone and email technical support (business hours in all languages, 24x7 in English)
- ▶ Web support with knowledgebase & free software updates
- ▶ Customer-defined monitoring and support alerts with online case logging and tracking
- ▶ Free Advance Exchange for parts replacement
- ▶ On-site spares kit: includes hard drive, fan, and power supply
- ▶ Next business-day on-site service

## PREMIUM PLAN OFFERING

- ▶ Free unlimited phone and email technical support (business hours in all languages, 24x7 in English)
- ▶ Web Support with knowledgebase & free software updates
- ▶ Customer-defined monitoring and support alerts with online case logging and tracking
- ▶ Free Advance Exchange for parts replacement
- ▶ On-site spares kit: includes hard drive, fan, and power supply
- ▶ 4-hour\* on-site service response

## EXTENDED WARRANTY (PLUS) OFFERING

Add two additional years to your warranty coverage! Purchase an *Enhanced Plus* or *Premium Plus* plan, and receive all the benefits of that service level with a total of five years of warranty coverage.



## U.S. SERVICE OFFERING AT-A-GLANCE

	BASE	ENHANCED	ENHANCED PLUS	PREMIUM	PREMIUM PLUS
Free unlimited technical phone support	M-F 9 a.m. to 6 p.m. (Eastern)	24 x 7 (after hours in English)	24 x 7 (after hours in English)	24 x 7 (after hours in English)	24 x 7 (after hours in English)
Web Support with knowledgebase & free software updates	✓	✓	✓	✓	✓
Automated Support alerts	✓	✓	✓	✓	✓
Online case logging and tracking	✓	✓	✓	✓	✓
Parts replacement	Fee-based Advance Exchange Option	Free Advance Exchange	Free Advance Exchange	Free Expedited Advance Exchange	Free Expedited Advance Exchange
On-site spares kit	Available (1TB \$699.99 / 2TB \$749.99)	Included	Included	Included	Included
On-site service	Fee-based options	Next Business Day	Next Business Day	4-hour*	4-hour*
Warranty	3 years	3 Years	5 Years	3 years	5 years
Suggested Retail Price (SRP)	Included Free	\$999.99	\$1,999.99	\$1,999.99	\$3,999.99

\* 4-hour on-site service is limited to locations within the designated service coverage zone



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