

# Service and Support

## Continuity for your data protection solutions



To support the needs of different customers in different industries, Overland-Tandberg is proud to offer 5x different levels of service and support.

**The Overland-Tandberg™ vision is “Setting a new standard of customer centric excellence through global intellect and inclusiveness.” Our mission is enabling organizations to securely manage and protect their digital assets. We provide hybrid cloud data management, protection and archive solutions using our world class R&D design and factory operations. A long heritage, global presence, factory capability and customer support excellence is the foundation of our brands evidenced by our world wide customer base.**

<b>Return to Base (RTB)</b>	Repair/replacement within 14 days of receipt of faulty part
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<b>OverlandCare Bronze</b>	Advanced parts replacement (two business days)
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<b>OverlandCare Silver</b>	NBD onsite FRUs and NBD parts replacement CRUs
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<b>OverlandCare Gold</b>	NBD onsite FRU/CRUs
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<b>OverlandCare Platinum</b>	24x7x4 onsite FRUs and CRUs (4hr. response, 365 days/year)
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Overland-Tandberg products are manufactured to the highest levels providing customers maximum performance and reliability. Our global service and support teams are available in over 90 countries worldwide, providing support when you need it, 365 days a year.

Protecting data and maximising the availability of IT systems is a critical business function. Overland-Tandberg has made selecting and obtaining the proper level of service and support for your product easy and affordable. Our service uplifts and warranty extensions serve as a complement to the standard product warranty, ensuring that our customers have the optimal level of service and support required to meet their individual needs.

Customers can choose to purchase service warranty uplifts up to a maximum of five years from the point of sale, or they can choose to purchase service warranty extensions on an annual basis. Service warranty uplifts may be purchased within 90 days of the initial hardware purchase, thereafter customers are required to purchase service warranty extensions. If a product warranty has expired for more than 60 days then a health check must be performed to ensure the unit is not faulty before a new warranty extension can be purchased.

In the unfortunate event that a new product fails within 30 days from purchase the failed unit will be replaced with a new unit from stock at no cost to the customer and the failed unit will be returned to Overland-Tandberg for analysis.

FRU = Field replaceable unit  
CRU = Customer replaceable unit

## Overland-Tandberg Service Levels

Service Feature	RTB	Bronze	Silver	Gold	Platinum
Web and email support (24x7)	•	•	•	•	•
Firmware updates and patches	•	•	•	•	•
Remote problems and diagnostic support	•	•	•	•	•
Telephone support (9x5)	•	•	•		
Telephone support (24x7)				•	•
Advanced replacement, 2x b/days		•			
Advanced replacement, 1 x b/days (CRU)			•		
Onsite repair/replace, 1 x b/days (FRU)			•		
Onsite repair/replace, 1 x b/days (CRU/FRU)				•	
Onsite repair/replace, 24x7x4hr. (CRU/FRU)					•
Inclusive of all shipping costs		•	•	•	•

### Notes

1. Service response time based on geographical proximity to service centre.
2. Additional charges may apply to zones outside the standard coverage area.
3. Overland-Tandberg will at its sole discretion, select the most appropriate repair method:
  - a. Remotely, firmware update etc.
  - b. Shipment of a customer replaceable unit (CRU), for installation by customer
  - c. Shipment of a new unit/system, for installation by customer
  - d. Service call by engineer to repair/replace unit at customer site

## Overland-Tandberg New Product Warranty

Service Feature	APAC
LTO Tape Drives	3 Years Bronze Level
NEOs StorageLoader	1 Year Bronze Level
NEOs T24	1 Year Bronze Level
NEOs T48	1 Year Bronze Level
NEOxl 40	1 Year Silver Level
NEOxl 80	1 Year Silver Level
NEO Agility	1 Year Silver Level
RDX QuikStor Drives	3 Years Bronze Level
RDX QuikStor Media	3 Years Bronze Level
RDX QuikStation	3 Years Bronze Level
LTO Media	Limited Lifetime

### Notes

1. Product warranty listed above is for zone 1 countries.
2. On-site service warranty is only available in selected countries and locations (due to the geography and terrain).
3. For additional product Service and warranty information please contact or visit Overland-Tandberg. [www.overlandtandberg.com/service-support/warranty-information](http://www.overlandtandberg.com/service-support/warranty-information)



Sales and support for Overland-Tandberg products and solutions are available in over 90 countries. Contact us today at [salesemea@overlandtandberg.com](mailto:salesemea@overlandtandberg.com). Visit [OverlandTandberg.com](http://OverlandTandberg.com).