



BalancedCare Services

Installation, Service Contracts and Technical Support

- ✦ Flexible and affordable support plans
- ✦ Ranges from 24x7 RapidCare Support to Web-based self support
- ✦ Standard business day live technical support access
- ✦ Fast returns on all return-to-factory warranty claims featuring the PivotAdvance advance replacement warranty

In addition to the PivotStor standard product warranty, customers may select from a rich offering of tiered hardware support plans to meet a variety of budget and availability requirements.

Standard Warranty

PivotStor TL2000 (2U) and TL4000 (4U) tape libraries come standard with a one-year PivotAdvance advance replacement warranty. The PivotStor TL8000 (8U) tape libraries come standard with a one-year, BasiCare support plan; 9-hr x 5-day (Mon-Fri), next business day (NBD) response onsite hardware warranty.

BasiCare Support Plan

The PivotStor BasiCare Support Plan is an economical choice for single-site storage environments or non-critical operations. PivotStor Basic customers get free telephone support and next-day on-site service, making it ideal for small- to mid-size organizations that want a cost-effective, yet responsive support solution.

BasiCare Support Plan Highlights

- On-site support Monday through Friday
- 5 x 9 telephone support
- Next-business day response for on-site support
- Online resources

EssentialCare Support Plan

The PivotStor EssentialCare Support Plan is designed for mid-size to large enterprises that want to complement their in-house technical capabilities with on-site PivotStor service. The Essential Support Plan entitles customers to priority call handling and a four-hour on-site response target, Monday through Friday, during normal business hours.

EssentialCare Support Plan Highlights

- On-site support Monday through Friday
- 24-hour telephone support
- Four-hour target response time for on-site support
- Priority call handling

RapidCare Support Plan

The PivotStor RapidCare Support Plan provides rapid response service for organizations with around-the-clock, high-availability requirements or complex IT environments. The Primary Support Plan provides on-site support 24 hours a day, seven days a week, with a four-hour target response time. Primary customers also have priority access to PivotStor's telephone support experts.

RapidCare Support Plan Highlights

- 24x7x365 days on-site support
- 24-hour telephone support
- Four-hour target response time for on-site support
- Priority call handling

Installation

A PivotStor technician will install and configure your PivotStor product to operational condition in your system, training you to operate it to ensure proper handling.



BalancedCare Services

Service Contract and Installation Options

Description	Model
TL2000 Onsite Installation, Zone 1	AP-TL2900A
TL2000 1-yr extended warranty, 9x5, NBD onsite after call-center contact, Zone 1	AP-TL2901A
TL2000 1-yr extended warranty, 9x5, 4-hour response onsite after call-center contact, Zone 1	AP-TL2902A
TL2000 1-yr extended warranty, 24x7, 4-hour response onsite after call-center contact, Zone 1	AP-TL2904A
TL2000 3-yr extended warranty, 9x5, NBD onsite after call-center contact, Zone 1	AP-TL2905A
TL2000 3-yr extended warranty, 9x5, 4-hour response onsite after call-center contact, Zone 1	AP-TL2906A
TL2000 3-yr extended warranty, 24x7, 4-hour response onsite after call-center contact, Zone 1	AP-TL2908A
TL4000 Onsite Installation, Zone 1	AP-TL4900A
TL4000 1-yr extended warranty, 9x5, NBD onsite after call-center contact, Zone 1	AP-TL4901A
TL4000 1-yr extended warranty, 9x5, 4-hour response onsite after call-center contact, Zone 1	AP-TL4902A
TL4000 1-yr extended warranty, 24x7, 4-hour response onsite after call-center contact, Zone 1	AP-TL4904A
TL4000 3-yr extended warranty, 9x5, NBD onsite after call-center contact, Zone 1	AP-TL4905A
TL4000 3-yr extended warranty, 9x5, 4-hour response onsite after call-center contact, Zone 1	AP-TL4906A
TL4000 3-yr extended warranty, 24x7, 4-hour response onsite after call-center contact, Zone 1	AP-TL4908A
TL8000 Onsite Installation, Zone 1	AP-TL8900A
TL8000 1-yr extended warranty, 9x5, NBD onsite after call-center contact, Zone 1	AP-TL8901A
TL8000 1-yr extended warranty, 9x5, 4-hour response onsite after call-center contact, Zone 1	AP-TL8902A
TL8000 1-yr extended warranty, 24x7, 4-hour response onsite after call-center contact, Zone 1	AP-TL8904A
TL8000 3-yr extended warranty, 9x5, NBD onsite after call-center contact, Zone 1	AP-TL8905A
TL8000 3-yr extended warranty, 9x5, 4-hour response onsite after call-center contact, Zone 1	AP-TL8906A
TL8000 3-yr extended warranty, 24x7, 4-hour response onsite after call-center contact, Zone 1	AP-TL8908A

PivotStor, LLC
7274 Clairemont Mesa Blvd
San Diego, CA 92111
858.279.7807