

OverlandCare Support Programs



As the trusted global provider of primary, nearline, offline and archival data storage solutions, Sphere 3D (formerly Overland Storage/Tandberg Data) delivers SnapServer, SnapScale, SnapSAN, NEO and RDX data management and backup solutions that are backed by world-class service and support. OverlandCare uplift and extension support offerings serve as a complement to the standard OverlandCare product warranty associated with each Sphere 3D product, ensuring that our customers have the optimal level of service and support required to meet their particular needs.

	Standard Warranty ⁵	Uplift Options ¹	Extension Options ²
NEOs StorageLoader NEOs T24 NEOs T48	OverlandCare Bronze 1 year	OverlandCare Bronze (1 yr. & 3 yr.) OverlandCare Silver (1 yr. & 3 yr.) OverlandCare Gold (1 yr. & 3 yr.) OverlandCare Platinum (1 yr. & 3 yr.)	OverlandCare Bronze (1 yr.) OverlandCare Silver (1 yr.) OverlandCare Gold (1 yr.) OverlandCare Platinum (1 yr.)
NEOxl 60 / NEOxl 80 NEO 8000e SnapScale	OverlandCare Silver 1 year	OverlandCare Silver (1 yr. & 3 yr.) OverlandCare Gold (1 yr. & 3 yr.) OverlandCare Platinum (1 yr. & 3 yr.)	OverlandCare Silver (1 yr.) OverlandCare Gold (1 yr.) OverlandCare Platinum (1 yr.)
SnapServer SnapSAN RDX QuikStor	OverlandCare Bronze 3 year	OverlandCare Bronze (1 yr. & 3yr.) OverlandCare Silver (1 yr. & 3 yr.) OverlandCare Gold (1 yr. & 3 yr.) OverlandCare Platinum (1 yr. & 3 yr.)	OverlandCare Bronze (1 yr.) OverlandCare Silver (1 yr.) OverlandCare Gold (1 yr.) OverlandCare Platinum (1 yr.)
RDX QuikStation	OverlandCare Silver 1 year	OverlandCare Silver (1 yr. & 3 yr.) OverlandCare Gold (1 yr. & 3 yr.) OverlandCare Platinum (1 yr. & 3 yr.)	OverlandCare Silver (1 yr.) OverlandCare Gold (1 yr.) OverlandCare Platinum (1 yr.)
RDX Media	OverlandCare Bronze 3 year	OverlandCare Silver (1 yr. & 3 yr.) OverlandCare Gold (1 yr. & 3 yr.) OverlandCare Platinum (1 yr. & 3 yr.)	OverlandCare Silver (1 yr.) OverlandCare Gold (1 yr.) OverlandCare Platinum (1 yr.)
LTO Tape Drives (non automation)	OverlandCare Return to Factory 1 year	Not applicable	Not applicable
LTO Media	OverlandCare Limited Lifetime	Not applicable	Not applicable

OverlandCare Warranty Offerings	Bronze	Silver	Gold	Platinum
9x5 telephone assistance	✓	✓		
24x7 telephone assistance			✓	✓
Unlimited web and email support	✓	✓	✓	✓
Access to on-line knowledge base	✓	✓	✓	✓
Firmware updates and patches	✓	✓	✓	✓
Remote problem and diagnostics support ⁴	✓	✓	✓	✓
2 Business day advanced CRU parts replacement ³	✓	✓		
Next business day advanced FRU parts replacement ³		✓	✓	
Next business day advanced CRU parts replacement ³			✓	
Next business day response for onsite support ³		✓	✓	
24x7x4-hr. response for onsite support ³				✓

¹ OverlandCare uplift part numbers/pricing are valid when purchased within 90 days of the initial hardware purchase.

² OverlandCare extension part numbers/pricing are valid when purchased 91+ days after the initial hardware purchase or as a renewal for an expired warranty.

³ Response time based on geographical proximity to Sphere 3D service center. Although standard part numbers and pricing apply to Zone 1 coverage, uplifts for zones outside the standard coverage areas are available. Sphere 3D may, at its sole discretion, determine if a defect can be repaired one of the following ways; 1) remotely, 2) by the shipment of a customer replaceable unit (CRU) part and customer performing a self-service repair, or 3) by a service call at the location of the defective unit.

⁴ Availability during business hours only for OverlandCare Bronze, Silver, and Gold levels. 24x7 availability for OverlandCare Platinum level only.

⁵ For Sphere 3D Warranty Terms and Conditions, refer to <http://support.overlandstorage.com/support/service-warrantyterms.html>

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