



# G|RACK™ 12

## SUPPORT SERVICES DATASHEET

### Ensure the Availability of your Network Storage with G-Technology Support Services

Ensuring the availability of your G-RACK 12 device is a critical part of your data protection strategy. G-Technology has made selecting and obtaining the best level of support for the entire life of the product easy and affordable. Getting your support plan from G-Technology ensures dependable delivery of results and lower total cost of ownership. Service plans for your G-RACK 12 devices are offered at different levels to best meet your needs.

- **Warranty Support** – Included with each G-RACK 12 purchased and is geared toward customers seeking a simple support solution. During the warranty period, it includes access to global technical support during local business hours by phone or email.

*In addition to Warranty Support, we have enhanced support plans: Silver, Gold and Platinum available in 1, 3 or 5 year terms*

- **Silver** – Includes software support and maintenance releases. Included for the 1st year from date of purchase of your G-RACK 12 or G-RACK 12 EXP.
- **Gold** – Includes everything in the Silver plan, plus 24 x 7 x 365 access to global technical support, next business day and on-site hardware replacement.
- **Platinum** – Includes everything in the Gold plan, plus same day hardware replacement within 4 hours<sup>1</sup>.

**NOTE:** The support tier you select must be purchased for both your G-RACK 12 and G-RACK 12 Expansion units.

### Additional Service Options

The following options are available for purchase with all service tiers listed above. It may also be purchased for systems covered only by warranty:

- **Remote Installation** – G-Technology's remote installation provides customers an engineer who will assist with the installation and configuration of the G-RACK 12 remotely.
- **No-Return Service** – This service offering provides customers with the option to receive replacement HDD(s) part without having to return the defective HDD(s).

### Technical Support

Gold and Platinum customers have access to our technical support engineers 24 hours per day, 7 days per week. Warranty Support and Silver customers may access support from 9:00 am to 5:00 pm local time daily, Monday through Friday. All G-Technology support engineers are experienced in providing support to small post-production houses and critical storage environments. G-Technology has implemented an innovative process and CRM infrastructure that enables expedited routing of cases to the appropriate expert based on the customer and subject matter. This efficient handling of cases results in reducing time to resolution and minimizes customer impact.



### Highlights:

- Choice of three support plans: Silver, Gold and Platinum
- Proven storage expertise for timely resolution of issues
- Gold and Platinum levels offer 24 x 7 x 365 access to Technical Support engineers to ensure your system is up and running
- Access to G-Technology Support for product documentation, How-to's and FAQ's
- Next-business-day (NBD) or 4 hour\* hardware delivery, depending on tier  
\*Not available in all locations – restrictions apply<sup>1</sup>
- On-site parts replacement (Gold/Platinum)
- Contact your reseller for pricing info

### Contact Support:

[g-technology.com/support](http://g-technology.com/support)

Email  
[grack12@g-technology.com](mailto:grack12@g-technology.com)

Toll free (U.S. only)  
1-844-40GRACK (1-844-404-7225)



### Software Maintenance and Feature Releases

Minor software maintenance releases are included for support levels: Silver, Gold and Platinum. However, major software releases are available for purchase separately.

### Hardware Repair and Replacement

G-Technology hardware replacement options provide a cost-effective and predictable service to meet customer hardware support requirements. Requests for next-business-day (NBD) hardware replacement can be made 24 x 7 x 365. Our Platinum plan offers replacement of critical hardware parts on the same day, within 4 hours of Return Material Authorization (RMA) initiation. Requests for 4-hour hardware replacement can be made 24 x 7 x 365 (not available in all locations – restrictions apply<sup>1</sup>). A qualified G-Technology field service technician will perform all parts replacements on-site.

### Support Plans at a glance:

Service features	Silver	Gold	Platinum
Global Technical Support	9 am to 5 pm local time M-F	24 x 7 x 365	24 x 7 x 365
Software Maintenance	✓	✓	✓
Hardware Delivery <sup>2</sup>	Next Business Day <sup>1</sup>	Next Business Day <sup>1</sup>	Same day (4 hours) <sup>1</sup>
On-site parts replacement		Next Business Day <sup>1</sup>	Same day (4 hours) <sup>1</sup>
No-Return Option	Available for purchase		
Feature Releases	Available for purchase		

<sup>1</sup> Not available in all locations. Contact your G-Technology representative for availability of Next Business Day and Same Day parts replacement delivery services.

<sup>2</sup> Hardware Delivery: If a Support Plan is not purchased or has lapsed then the user will fall under the guidelines of the G-Technology Limited Warranty Statement for parts replacement. <http://www.g-technology.com/warranty-policy>

#### Notices and Terms and Conditions Regarding Support Services

Support plans are sold in 1, 3 or 5 year terms, per device, and require the payment of the applicable fees. Customer must purchase the same level of support for all units in an installation. Once purchased, the Support plans are not cancellable and customer is not entitled to any refund of fees paid. Support plans are subject to the terms for the G-Technology Master Annual Support Agreement. The Master Annual Support Agreement can be found at [www.g-technology.com/support](http://www.g-technology.com/support). G-Technology reserves the right to modify these support offerings at any time. G-Technology will not provide support for products not covered by a current support contract. In the event support lapses, customer will be required to pay to bring support current, and system inspection by an authorized G-Technology support engineer may be before support will be reinstated. G-Technology does not guarantee that they will be able to remedy all errors.

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