



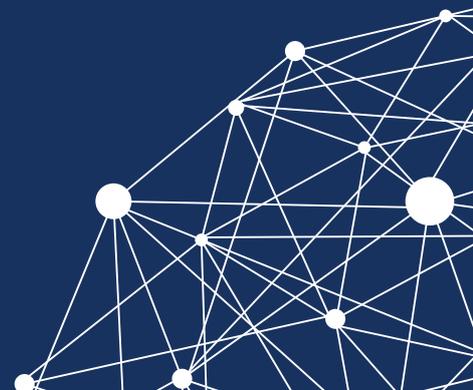
# STORDIS

The Open Networking Expert



**#OPEN2SUPPORT**  
**Maintenance Services**

**Need Any Help?**  
**We Are #Open2Support You!**



## Hardware Warranty

We are committed to providing efficiency on hardware warranty services and therefore, we carefully select our manufacturing partners. Every product purchased through us is automatically covered with the standard manufacturer warranty in combination with our handling service, making a return-to-factory repair and replacement as effective as possible. We are happy to assist you with any defects you might experience during the warranty period.

## Extended Hardware Warranty

Warranty periods are generally limited and sometimes do not meet the product lifecycle you might be aiming for. We fully understand this requirement and are therefore offering additional extensions to achieve a warranty period of up to 5 years in total. This extension includes the same handling services as the standard warranty.

## Open2Support Maintenance Services

Your network is the central element which enables your internal and external collaboration. We can even say today that your network is one of the main drivers to generate business for your organisation and as such, it needs to be available, always. Your business needs to be able to deliver best services to your customers so there is no room for negotiation when it comes to staying connected.

At **STORDIS**, we aim to provide the best possible service with the target to achieve 99.99% of availability. Our experienced and certified engineers assist you with diagnosing problems, help you with adopting configurations, support you with troubleshooting and can provide you with workaround advice to bring your system back into operation. Based on your subscription, support can be available up to 24x7.

## Open2Support Smart

Our **Smart** service is a value-added extension to the standard warranty providing you with an express same day shipment to replace defective products in advance. Depending on your location, you could receive your replacement part on the next business day\*. In addition to the advanced exchange service, our **Support Management Platform** is available for you 24x7. With this platform, you will gain full access to our knowledge base including product related information, tweaks, hints, FAQs and much more.

## Open2Support Advanced

Our **Advanced** service is a great extension to the standard warranty and offers advanced access to our experienced support team. You get the benefits of our **Open2Support Smart** service and in addition, our support engineers will also be available 8x5\*\* to assist you via phone or email with analyzing and troubleshooting software and hardware related problems.

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## Open2Support Premium

Our **Premium** availability service is the best extension to the standard warranty and offers premium access to our experienced support team. You get the benefits of our **Open2Support Advanced** service and in addition, our support engineers will also be available 24x7 to assist you via phone or email with analyzing and troubleshooting software and hardware related problems.

## Open2Support Premium Plus

**Premium Plus** is an available extension to the **Premium** service to provide you with an on-site break fix engineer. If a problem cannot be solved via phone or remotely, one of our technical support engineers will be dispatched to resolve the problem on-site on the next business day.

Feature	Smart	Advanced	Premium
<b>Support Service Availability</b>	8x5	8x5	24x7
<b>Hotline and Remote Support</b> 8x5	✗	✓	✓
<b>Hardware Advanced Exchange</b> Same business day shipment	✓	✓	✓
<b>On-site Support</b> Next business day	✗	✗	✓ <sup>***</sup>
<b>Support Management Platform</b> 24x7	✓	✓	✓

\*The delivery on the next business day is dependent on your location and might therefore vary.

\*\*German/UK local time (except bank holidays and company shutdowns).

\*\*\*With Open2Support Premium Plus extension only.

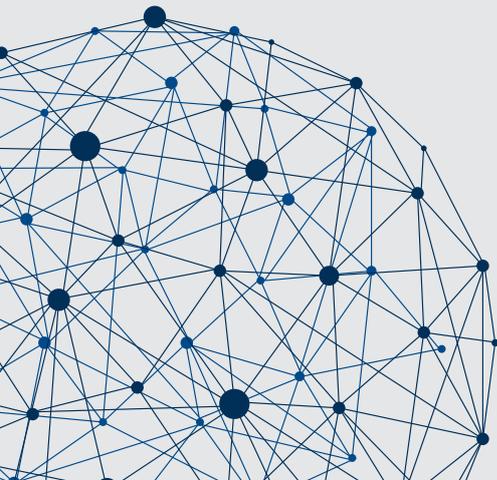
All Service Level Agreements are bound to our Terms & Conditions of Service.

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