

AMS Storage Service and Support

Standard Support Programs

Warranty Policy

Advanced Media Services warrants to the original purchaser that this hardware system, excluding items such as software, discs, and related documentation, will be free from defects in material and/or workmanship for the duration of the warranty period. This excludes external peripherals such as printers, scanners, and non-Advanced Media Services' equipment. During the warranty period, Advanced Media Services will correct any defects in material or workmanship, or any failure of the hardware system to conform to specifications, at no charge for in-house labor and materials. Shipping costs must be prepaid. Any replacement parts/products shall be new or serviceably used and are warranted for the remainder of the original warranty or ninety (90) days whichever is longer. This warranty period is not extended as a result of purchasing any additional parts/products from us or upgrading your Advanced Media Services' System. The original purchaser must promptly notify Advanced Media Services in writing if there is a defect in material or workmanship. Written notice in all events must be received by Advanced Media Services before expiration of the warranty period. This warranty is not transferable.

This Limited Warranty covers normal use. Advanced Media Services does not warrant or cover the following:

- damage during shipment other than original shipment to purchaser;
- damage caused by impact with other objects, dropping, falls, spilled liquids, or immersion in liquids;
- damage caused by a disaster such as fire, flood, winds, earthquake or lightning;
- damage caused by unauthorized attachments, alterations, modifications or foreign objects;
- damage caused by peripherals;
- defects caused by failure to provide a suitable installation environment for the hardware system;
- damage caused by the use of the hardware system for purposes other than those for which it was designed; damage from improper maintenance; damage caused by any other abuse, misuse, mishandling, or misapplication;
- products purchased from third party vendors;

Advanced Media Services, Inc. and its suppliers' liability for failure to repair the hardware system to conform to the warranty after a reasonable number of attempts will be limited to a replacement of the hardware system. These remedies are the Purchaser's exclusive remedies for breach of warranty.

Under no circumstances shall Advanced Media Services or its suppliers be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strike liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of revenue, loss of data, loss of use of the hardware system or any associated equipment, facilities or services, down time, purchaser's time, the claims of third parties, including customers, and injury to property.

DISCLAIMER OF WARRANTIES

THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR QUALITY OF SERVICE), ARE HEREBY DISCLAIMED. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY ADVANCED MEDIA SERVICES, ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.

THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE COMMONWEALTH OF MASSACHUSETTS.

Warranty Period

Product	Warranty Duration	Advance Component Replacement
DakotaStor	3 Years	First Year
DakotaNAS	3 Years	First Year
DakotaRAID/WP2/LE2/LP	3 Years	First Year
HeritageRAID-SA/SC/2S	3 Years	First Year
SCSI CD/DVD Towers	1 Year	First Year

Toll Free Technical Support

AMS provides toll free technical support for the life of the product. AMS tech support personnel are fully trained on the manufacturing, test, and use of AMS products and can usually diagnose and solve most problems over the phone. Technical Support representatives are available between the hours of 9:00 AM and 6:00 PM Eastern Standard Time. Technical Support can be reached at (800) 466-0813 extension 22.

To receive technical support you must have the following:

- Serial number of the unit needing support
- Network Operating System and client information

AMS Storage Service and Support

Warranty Shipping Charges

The customer will be responsible for all shipping charges for products returned to AMS under warranty repair or replacement. AMS will be responsible for the shipping charges of the replacement part or repaired unit to the customer. Repaired units will ship from AMS via UPS ground. Advanced Replacement components will ship from AMS via next day service. AMS will assume the return freight charges for components that fail within 30 days from date of original invoice.

One Year Advance Replacement Warranty

AMS provides a one-year limited advanced replacement warranty on all hardware Field Replaceable Components (FRC's) integrated into an AMS manufactured unit. If an AMS technical support representative has determined that a component of an AMS manufactured product has failed, AMS shall ship an overnight replacement component to the reseller or the customer. Customers who have an active current account will be billed for the component on a Net 15-day basis. When the defective component is returned to AMS within 15 days, the customer's account will be credited. In the event the defective component is not returned within the period allowed, then the invoice will become immediately payable. AMS reserves the right to refuse requests for advanced replacement components to customers whose account is past due.

Resellers or end users that do not have an active current account with AMS must supply a valid credit card to receive the advance replacement component. If the defective component is received at AMS within 15 days from the date the advance replacement shipped, AMS will not process the credit card authorization.

The following procedures must be followed to receive an Advance Replacement Unit:

- Call AMS tech support department. Have the serial number of the unit available.
- After troubleshooting and identifying a failed component, AMS will ship a replacement component to the end user or reseller via next day service. An AMS Return Material Authorization (RMA) number will be issued and will be used for the purchase order number unless otherwise stated.
- After the installation of the advance-replaced component the customer must return the defective component to AMS in the packaging supplied with the advance replacement unit.
- A return address label may be sent with the advance replacement unit for use in returning the defective unit. If so, make sure the RMA number is written in the appropriate location on the label.
- For components that fail within the first 30 days of the date of the original invoice to the customer, AMS will bear the cost of return shipment via a UPS call tag issued for the return of the defective component to AMS.

In-House Warranty Repair

If your AMS manufactured product fails within the first year of the warranty period, and an AMS technical support representative cannot resolve the issue over the phone or with Advanced Replacement components, AMS will repair the product in-house at no cost other than the return shipping cost as stated above. If your product fails within the second or third year of the warranty period and an AMS technical support representative cannot resolve the issue over the phone, an Advanced Replacement component may be available for a fee depending upon availability of the component otherwise AMS will repair the product in-house. AMS offers in house warranty repair for customers whose account is current (no outstanding invoices or advance replacement returns).

The following procedures must be followed for Warranty Repair:

- Call AMS tech support department. Have the serial number of the unit available.
- If AMS tech support cannot diagnose and solve the problem, an RMA will be issued for the return of the defective unit for repair at AMS.
- Return the unit to AMS with the RMA number clearly marked on the shipping carton. Pack the unit carefully using the original shipping materials or other adequate packaging. Improper packaging may void the warranty.
- Upon receipt of the unit, AMS will repair or replace components. The turnaround time for repair will depend on the nature of the problem and availability of replacement parts.
- Upon completion of repair, AMS will return the unit using UPS Ground service unless otherwise agreed upon.

Out-of-Warranty Repair

AMS will provide, on a best effort basis, out of warranty repair based on the then current hourly rate schedule and the availability and cost of replacement components. No out-of-warranty service will be performed without your prior approval of any applicable charges.

Firmware Upgrades

Firmware upgrades for all AMS manufactured products can be downloaded free of charge from our website Support Center.

AMS Storage Service and Support

Optional Support Programs

Advanced Replacement Warranty Extensions

This will extend the advanced replacement warranty for an additional one or two year period. Advance Replacement Warranty Extensions must be ordered within 1 year from the invoice date of the original purchase. Warranty extensions purchased after the first year may be subject to a billable on-site or remote diagnostic service analysis to verify the operating status of the storage system. Warranty extensions are not available for SCSI Attached CD/DVD Towers.

On-Site Support Plans for Dakota Platform

8 x 5 x NBD - Standard 8 x 5 Help Desk with Next Business Day On-Site Services

For Standard Services, help desk support is available between the hours of 8:00am to 8:00pm Eastern Time, Monday through Friday and the on-site hours of coverage of 8:00am to 5:00pm site local time, Monday through Friday. The telephone response time is one hour and the on-site response time is next business day.

AMS or an AMS contracted support person will respond to the end user location as soon as possible and no later than the next business day, where the end user location is within 50 miles of one of AMS' 10,000 contracted service locations. In order to respond on site by the next business day, service call requests need to be received by the help desk as early as possible. Calls received after 3:00pm will be handled on a best effort basis for a next day response due to the time required to dispatch parts and a field engineer.

24 x 7 x NBD - Enhanced 24 x 7 Help Desk with Next Business Day On-Site Services

Customer has the option of upgrading from Standard to Enhanced Services which includes our standard help desk hours of coverage from 8:00am to 8:00pm Eastern Time, Monday through Friday (where our help desk is fully staffed) and ALSO between the hours of 8:01pm Eastern Time to 7:59am Eastern Time, Monday through Friday and all day Saturday and Sunday, when calls are answered via an automated attendant which electronically notifies an AMS or AMS contracted 24 x 7 technical support person. The AMS technical support person will respond via telephone within one (1) hour. The hours of coverage for 24x7 Help Desk Services are 24 hours a day, 7 days a week, 365 days a year. 24x7xNBD Services are responded to onsite the next business day. Calls received after 3:00pm will be handled on a best effort basis for a next day response due to the time required to dispatch parts and a field engineer.

On-Site Support Plans for Heritage Platform

24 x 7 Help Desk with 8 x 5 Next Business Day On-Site Services

Help Desk support is available 24 hours a day, 7 days a week with on-site hours of coverage of 8:00am to 5:00pm site local time, Monday through Friday. The telephone response time is one hour and the on-site response time is next business day. In order to respond on site by the next business day, service call requests need to be received by the help desk as early as possible. Calls received after 3:00pm will be handled on a best effort basis for a next day response due to the time required to dispatch parts and a field engineer.

On-Site Support Procedures

AMS contracts with Source Support Services, Inc. for the Dakota platform on-site service programs and with Infortrend, Inc. for the Heritage platform on-site service programs. You will receive a Welcome Pack with your contract purchase which will advise you how to make a support call to your specific provider. As always, you may contact AMS directly whether you are covered under a support contract or standard product warranty. We work closely with our support partners and will help expedite any of your support issues.



24 Keewaydin Drive, Unit 3
Salem, NH 03079
800-466-0813 • Fax 603-893-4415
Email: sales@amsstorage.com
www.amsstorage.com