



# PranahProtect™

Delivering mission-critical support services 24x7

At Pranah, quality doesn't end when we ship the product. Our innovative design and award winning technology are just the beginning. Our goal is to support you for the life of your storage investment and match the unique requirements of your business.



Whether you prefer phone, online or onsite support for your Pranah hardware and software – one of our PranahProtect™ support plans is designed with your business in mind.

Our standard limited warranty on hardware (3 yrs.) and software (1 yr.) provides basic protection and peace of mind. This includes access to our Pranah Support technicians. These professionals are available during business hours providing technical expertise and collaborative support to you and your staff.

For enhanced levels of support, you can purchase one of our comprehensive service plans. We offer three levels of PranahProtect™ service, Silver, Gold, and Platinum. Each plan increases the level of protection, support and responsiveness to your specific needs and up-time requirements.

Please refer to the summary at the right of this page and the chart on the back page to determine which plan is right for you.

To contact Technical Support:

Phone: 1-888-99 PRANAH (7-7262)

Email: [service@pranah.com](mailto:service@pranah.com)

## Standard Warranty

- Phone support 8-5 M-F
- Factory repair or replacement (ground shipment)
- Software Maintenance releases

## Silver Support

- Standard Warranty coverage plus:
- 2-hour response
- Next Business Day advance replacements
- Software upgrades

## Gold Support

- Standard Warranty and Silver Support coverage plus:
- 24x7 phone support

## Platinum Support

- Standard Warranty, Silver and Gold Support coverage plus:
- 1-hour response
- 4-hour on-site support

<b>PranahProtect™ Support Options</b>	<b>Standard Limited Warranty</b>	<b>Silver</b>	<b>Gold</b>	<b>Platinum</b>
<b>Phone Support</b>	7-7 (CST) Mon-Fri	7-7 (CST) Mon-Fri	24x7x365	24x7x365
<b>Targeted First Response</b> (phone)	Best Efforts	2 hours	2 hours	1 hour
<b>Email Support</b> (business hours)	Yes	Yes	Yes	Yes
<b>Factory Repair/ Replace</b> (ground)	Yes	NA	NA	NA
<b>Advance Parts Replacement</b>	No	Arrive next business day	Arrive next business day	Arrive next business day
<b>Pranah Provided Drive Replacement</b>	Yes	Yes	Yes	Yes
<b>On-site Labor Support Included</b>	No	No	No	Yes (within 4 hrs in most metros)*
<b>Software Maintenance Releases</b>	Yes	Yes	Yes	Yes
<b>Software Upgrades</b>	No	Yes	Yes	Yes

\*Pranah suggests the use of a customized spare parts kit since on-site support is labor only.