



# PowerCare™ Service Programs

## Extended Warranty and Maintenance

### Top Tier Support for Your Storage Appliances

PowerFile is committed to helping you achieve maximum data integrity and accessibility as your hybrid storage needs continue to grow. By delivering software and hardware support any time you need it, PowerCare Service Programs help ensure your data availability.

There are three different levels of PowerCare support. Choose the one that best fits the needs of your organization and storage environment.

**Streamline Problem Resolution**  
Gets you back up and running quickly in the event of a disaster

**Extend Product Life**  
Periodic software updates are included to ensure that systems keep running smoothly

**Maximize Performance**  
Our team of experts will keep you informed of best practices for setup and configuration

**Reduce Downtime**  
Proactive service and support can help detect problems before they start

**Satisfaction Guaranteed**  
We're committed to making your hybrid storage implementation a huge success

	PowerCare Standard	PowerCare Silver	PowerCare Gold
9x5 Phone Support	✓	✓	✓
Unlimited Email Support	✓	✓	✓
24x7 Knowledge Base Web Support	✓	✓	✓
Software Patch / Minor Update	✓	✓	✓
Limited Hardware Warranty	✓	✓	✓
Return-to-Factory Part Replacement	✓	✓	✓
24x7 Phone Support		✓	✓
Major Software Updates		✓	✓
Advance Part Replacement		✓	✓
Next Business Day On-Site Parts and Labor			✓