

## x360Recover Appliance Warranty Information

Axcient understands the importance of your Axcient appliance investment, which is why we offer several warranties and optional services to support your new deployment. These warranty options will be available for you to select at the time of purchasing your new appliance from the Axcient Licensing Portal.

### 3-Year Standard Warranty

We include a 3-year Standard Warranty on all Axcient appliances at no additional cost in your purchase. (This does not apply to build-your-own appliances). You must select 3yr Warranty from the drop-down menu when you purchase your BDR unit through the Axcient Licensing Portal.

The Axcient 3-Year Standard Warranty provides the following:

- 3-Year Standard Warranty coverage (included),
- Email and phone support, and
- Remote troubleshooting.

### Extended 4-Year or 5-Year Warranty (Mini and Rack)

For select models, you have the option to purchase a one-year or two-year warranty extension, over and above the included 3-Year Warranty, at an additional cost. These extended warranties are available for Mini and Rack appliances only.

In order to qualify for this extended 4-Year or 5-Year Warranty, you *must purchase it at the same time as your BDR appliance*. You must select 4yr Warranty or 5yr Warranty from the drop-down menu when you purchase your Mini or Rack BDR unit through the Axcient Licensing Portal.

This upgrade cannot be added if you already selected the standard 3-Year Warranty and purchased your appliance.

The Axcient 4-Year or 5-Year Extended Warranty at the additional charge provides the following for Mini or Rack appliances:

- 4-Year or 5-Year extended Warranty coverage,
- Email and phone support, and
- Remote troubleshooting.

## 2<sup>nd</sup> Day Air Advanced Parts Replacement

We understand it's imperative to have your system readily available in the event of a hardware failure. Therefore, Axcient includes a 2nd-day-air Advanced Parts Replacement on all Axcient appliances. This service enables us to quickly ship replacement parts to minimize any downtime. The 2nd-day-air Advanced Parts Replacement service allows for replacement parts to be shipped within 2 business days.

When returning a replacement part, we give our partners up to 14 days from the time the replacement part ships to return the broken part. When returning a damaged part, please use the same packaging that the new part arrived in, as well as the paid return shipping label that arrives with your new part.

Note: If the part is not returned within the 14-day window, you will be invoiced for the replacement part.

Note: Field Upgrade Kits are available for the Mini-Gen2 and Rack-Gen2 Appliances only.

## Voided Warranty

Only SSDs with special firmware from the manufacturer are supported. Attempted use of unsupported SSDs will void all support and all warranties.

## Terms and Conditions of Sale

For Axcient Terms and Condition of Sale and Warranty Entitlement, please visit [Axcient.com](https://www.axcient.com).