



Priority Support Plan (PSP) Frequently Asked Questions

What is the optional Priority Support Plan?

The Priority Support Plan (PSP) is an optional suite of support programs that supplement Infortrend's standard three-year RTB (return-to-base) warranty.

When a Field Replaceable Unit (FRU) fails under the standard warranty, the failed FRU is sent back to Infortrend, repaired, and returned.

With the optional PSP, Infortrend will advance ship a replacement FRU once the request to return a faulty FRU has been approved.

What is the main purpose of the Priority Support Plan?

PSP service is offered in two levels ranging from priority parts replacement to onsite service via a qualified engineer. PSP is optional as many questions or issues can be resolved by first referring to your EonStor product manual and contacting your Infortrend reseller. You can also log technical questions at Infortrend's eSupport site at <http://esupport.infortrend.com>.

What levels of PSP are offered?

- PSP Level 1: advance replacement parts service
- PSP Level 3: PSP Level 2 + 8x5 onsite support

What PSP level is right for me?

PSP Level 1 is aimed at end users who are able to replace components in their EonStor systems. Also, many customers such as government entities or other secure sites prefer to avoid third-party visits.

PSP Level 3 is a complete service where engineers perform onsite diagnostics when required.

Does the PSP apply to any Infortrend model?

The PSP can be purchased as an option to most Infortrend models as long as they are still covered by at least one year of remaining warranty.

What FRUs are included in the PSP?

- RAID controller module
- RAID controller memory module
- JBOD/SBOD SES controller module

- Power supply unit
- Fan module
- Drive tray (excluding hard drives)
- Dongle board / MUX board (drive tray)
- Host I/O module
- Drive I/O module

NOTE: *The backplane (mid-plane), LCD front panel, LCD cable, battery and hard disk drives (HDDs) are not covered by the PSP.*

Why are disk drives not included in the PSP?

Because Infortrend does not generally supply hard disk drives, the original drive vendor should be contacted for drive replacement.

Who pays the shipping costs?

The plan covers shipping the replacement part to the customer and also the return of the faulty part back to Infortrend. After the customer receives the advance replacement FRU, the faulty FRU should be sent back to Infortrend using the prepaid freight return label that came with the replacement part.

What regions are covered by the PSP?

The plan is currently available only in the 48 contiguous states and Canada. Some areas in Canada may require a price uplift, please contact Infortrend for a definitive list.

How do I obtain a PSP contract?

Through your reseller or call Infortrend at 1-408-988-5088 to purchase a PSP contract when you buy your new Infortrend RAID array. You will need to provide the RAID subsystem chassis serial number and pay for the program by credit card (MasterCard or Visa). You may also sign up later as long as the unit is within the warranty period.

How long does it take to process the plan?

The support plan goes into effect five (5) business days after receipt of payment.

What will I receive when I purchase the PSP?

Infotrend will send you a document which includes the chassis serial number of the covered product, product model number, the PSP expiration date, and the terms and conditions of the plan.

Can the PSP be transferred to another unit?

Not normally. The PSP agreement is registered and tracked by the RAID subsystem chassis serial number and cannot be transferred to another unit. However in the unlikely event of the subsystem chassis being replaced then Infotrend will honour the existing contract for the replaced unit.

What are the PSP hours of operation?

- PSP Level 1: 8x5 phone support¹
- PSP Level 3: 24x7 phone support and 8x5 next business day onsite support

How do I place a service call?

Your Welcome Pack will advise how to make a support call. You will need your PSP contract number and your system serial number.

What is the PSP response time?

Please refer to your welcome letter.

How soon is the advanced replacement FRU delivered?

Infotrend uses standard overnight delivery methods to ship the replacement parts².

Will I receive a brand new component?

The replacement part may be new or refurbished. Refurbished parts have been fully tested and carry the same warranty as new components.

After receiving the advanced replacement FRU, when should I ship the faulty part back to Infotrend?

The faulty FRU should arrive at Infotrend's address within 30 calendar days after the date the advanced replacement FRU was shipped to the customer.

What happens if the faulty FRU is not returned or does not arrive at Infotrend within 30 calendar days?

If the faulty part is not received back within 30 calendar days, the service contract will be suspended until the part is returned.

¹ 9:00am → 5:00pm Pacific Time

² Overnight delivery is not guaranteed for territories outside of the 48 contiguous states

A FRU has failed in my system and I am not covered by PSP. What can I do?

You have two options:

1. Log an RMA request on eSupport at <http://esupport.infotrend.com> and follow Infotrend's standard warranty repair policy.
OR
2. Utilize the non-PSP advance replacement service and pay a service charge of 15% of the list price of the part (minimum charge \$75; includes shipping). To register a spare parts exchange, open an e-ticket on eSupport at <http://esupportinfotrend.com> and a representative will call you back within four hours during our normal operating hours. Alternatively, you can call **1-408-988-5088** and a representative will help with the diagnosis. A valid credit card (Visa or MasterCard) is required for security purposes. The failed part must be returned within 30 calendar days or the credit card will be debited for the full amount of the part in addition to the 15% service charge. Non-PSP advance replacement is subject to parts availability.

If you require any additional information, please contact us by e-mail at psp@infotrend.com or contact your preferred Infotrend partner.

For non-PSP customers, onsite support may be available. Please contact your representative for pricing and availability.

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