



# JetProtect SLA

## OVERVIEW

JetProtect ensures your JetStor systems maintain peak performance, reliability, and availability through comprehensive support, maintenance, and warranty coverage.

## COVERAGE DETAILS

### *1. Drive Replacement*

- Next-business-day shipment for replacement drives upon confirmation of drive failure.
- Customer is responsible for drive installation unless otherwise arranged.

### *2. Technical Support*

- Direct access to JetStor-certified storage engineers via:
  - Email: [support@jetstor.com](mailto:support@jetstor.com)
  - Phone: (800) 213-2667
- Support Hours:
  - Standard: Monday–Friday, 8:00 AM–5:00 PM (Local Time)
  - Optional 24x7 extended coverage available upon request.

### *3. Remote Troubleshooting & Diagnostics*

- Immediate initiation of remote diagnostic and troubleshooting assistance upon support request.
- Secure remote access sessions to identify, diagnose, and resolve issues promptly.

### *4. Firmware & Software Updates*

- Proactive notification and distribution of critical firmware and software updates.
- Guidance and support provided for firmware and software update installation.

### *5. Comprehensive Hardware Warranty*

- Full hardware coverage including advanced replacement of critical system components (controllers, power supplies, fans, etc.) at no additional cost.
- Next-business-day shipment of replacement parts upon failure confirmation.

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# JetProtect SLA

## RESPONSE TIME TARGETS

- Initial Response: Within 2 business hours of reported incident.
- Hardware Shipment: Next-business-day shipping for confirmed hardware failures.

## CUSTOMER RESPONSIBILITIES

- Prompt notification of issues via official JetStor support channels.
- Availability of personnel to assist with remote troubleshooting and onsite installation of replacement hardware.
- Maintenance of recommended firmware/software levels to ensure compatibility and performance.

## EXCLUSIONS

- Damage resulting from misuse, accidents, unauthorized modifications, or natural disasters.
- Issues arising from unsupported hardware/software configurations or unapproved third-party components.

## ESCALATION PATH

- Level 1: JetStor Support Team
- Level 2: JetStor Senior Engineers
- Level 3: JetStor Executive Escalation

For further inquiries or specific coverage requirements, please contact your JetStor representative.

## JETSTOR SUPPORT TEAM

support@jetstor.com  
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