

In addition to the three-year Bring In Guarantee and the Advanced Replacement Service (ARS) on a component basis, we offer on-site-service for a large proportion of our product portfolio. You save time and unnecessary costs.

FOR WHICH PRODUCTS IS THIS AVAILABLE ?

- all automation
- hard-drive based systems
- SLR, LTO and VXA individual drives

WHAT DOES SECURESERVICE INCLUDE ?

- **Installation Service:** Tandberg supports you on site with the installation of your newly acquired hardware.
- **SecureService where Service is required:** Tandberg Data dispatches a technician in accordance with the contracted reaction time and, following consultation with you, provides service on site.
- **SecureService: T & M Call** (Time & Material), if you have not purchased a SecureService contract for your Tandberg Data equipment but nevertheless would like a technician on site. This service is also available for equipment which is out of guarantee.
- **SecureService: Pre Site Audit** (Health check), if you wish to opt for SecureService within 60 days following installation.

I NEED SERVICE UNDER MY CONTRACT – WHAT SHOULD I DO ?

- Call us on: 00 800 TANDBERG (00 800 8263 2374) or +49 (0) 231 5436 142 and, after selecting your language, choose the 'SecureService' option.
- Please have the following information to hand:
 - * Serial number of the equipment
 - * Contract number
- You will be given a process number.
- A technician will analyse the fault with you over the telephone in your local language.
- If the problem persists, you agree a date with our authorised technician for an on-site-service visit, in accordance with the Service Level purchased.
- Our technician will have appropriate replacement parts or we will send them direct to you.
- In accordance with the contractually agreed reaction time, our technician will be on site within 4 hours or the next working day at the agreed time. (Please contact us the same day the fault occurs by 16.00 for a site visit the next working day).

THE TECHNICIAN IS HERE, WHAT NOW ?

- Trained technicians are available throughout the whole of Europe for our products.
- The on-site-service takes place in your national language.
- Before an appointment is agreed with you, we assess the fault together with you over the telephone.
- The fault diagnosis enables a targeted repair of the problem.
- The technician removes the supplied replacement part from the packaging and installs it at the required location.
- The technician connects the equipment to the power supply.
- The technician installs the firmware as required.
- The technician will run through diagnostic routines and make any necessary adjustments.
- Tandberg Data will, if required, have recourse to Tandberg Data II Level Support if something unexpected happens during the installation.
- Following successful installation, Tandberg Data confirms to you that the equipment has been returned to full working order. Full working order means that the hardware is recognisable at the bus, it shows the specific speed and all diagnostic routines have been successfully completed.
- Tandberg Data gives the end user the opportunity of satisfying himself that the equipment is fully functioning and confirms the result in a work protocol.

HOW CAN YOU SPEED UP THE SERVICE PROCESS ?

- You tell us when and at what time you would like the ordered installation service to be carried out.
- You agree in advance with our technicians when and at what time you would like the on-site-service operation to commence.
- You let us know if you do not use standard cables or accessories in connection with the hardware installation.
- You tell us about all known settings which this installation covers, including any required firmware updates on existing equipment, in order for us to complete the installation of the new hardware.

WHAT ELSE DO WE OFFER YOU ?

- A “welcome greeting”: Approx. 5 days after sending out the contract, we contact you or the end customer to welcome you or him/her.
- “Satisfy Call”: If a service has been carried out, we phone you approx. 5 days after this to check that you are happy with us and with the service.
- We are pleased to advise you at any time about our comprehensive guarantee and service options.

RENEWAL SECURESERVICE CONTRACTS

WHAT IS A RENEWAL ?

If your SecureService contract expires in the coming months, or if it has only recently expired, you have the option to extend the service without additional charge, i.e. 'Pre Site Audit' (health check) will not be required. The expired SecureService agreement may be renewed up to 4 weeks after the expiry of the contract without the need for a Pre site Audit. If the contract has been expired for more than 4 weeks, then a Pre Site Audit is necessary.

WHO CAN PLACE THE ORDER ?

Distribution or specialist dealers.

WHAT CAN I ORDER ?

Please refer to our current price list.

DO YOU REQUIRE ASSISTANCE ?

If your hardware items are no longer available, please contact us by sending email to logisticEMEA@tandbergdata.com or calling on our free phone hotline 00 800 TANDBERG (00 800 8263 2374) or +49 (0) 231 5436 142.

We will be pleased to advise you. The offer will be sent to you in writing, by email or fax.

HOW CAN I ORDER A RENEWAL SECURESERVICE ?

Since you have already received a contract number from Tandberg Data in advance, this contract number can continue to be used for the renewal and is carried over to the extension of the contract.

Order SecureService by supplying Tandberg Data with the following information in writing by fax, on fax number 00 800 0 STORAGE (00 800 0786 7243) or +49 (0) 231 5436 143, or by email to logisticEMEA@tandbergdata.com

The following details must be provided:

- Expiring contract number
- End customer address / address where the equipment is in use
- Current serial number
- Hardware description
- Article Number of the desired SecureService contract
- Number of years by which it is to be extended
- Date of commencement of renewal and expiry date
- Price taken from the current price list or offer price quoted by Tandberg Data

WHAT HAPPENS THEN?

We send the invoice to the person nominated for that, together with a copy of the contract and the order number. Tandberg Data sends the contract, extended to the new expiry date direct to the end customer.

RENEWAL OF EXABYTE MAINTENANCE CONTRACTS

WHAT IS A RENEWAL?

If your Exabyte maintenance contract expires in the next few months or has just expired, you have the option to extend the service without any additional charge, i.e. 'Pre Site Audit' (health check) will not be required. The expired Exabyte maintenance contract can be renewed up to 4 weeks after the end of the contract without the need for a Pre site Audit. If the contract has been expired for more than 4 weeks, then a Pre Site Audit is necessary.

WHO CAN PLACE THE ORDER ?

Distribution or specialist dealers.

DO YOU REQUIRE ASSISTANCE?

Article numbers for the extension of your Exabyte maintenance contract are NOT listed in our product portfolio please contact Tandberg Data by sending email to logisticEMEA@tandbergdata.com or calling our free phone hotline: 00 800 TANDBERG (00 800 8263 2374) or +49 (0) 231 5436 143.

We will be pleased to advise you. The offer will be sent to you in writing, by Email or fax.

HOW CAN I ORDER A RENEWAL OF MY EXABYTE MAINTENANCE CONTRACT ?

As soon as you have decided on a renewal, please obtain your personal reference or certificate number from Tandberg Data, by sending email to logisticemea@tandbergdata.com or contacting us on 00 800 TANDBERG (00 800 8263 2374) or +49 (0) 231 5436 143. The certificate number also serves as the contract number. Order the extension to the Exabyte maintenance contract from Tandberg Data in writing by fax, on fax number 00 800 0 Storage (00 800 0786 7243) or +49 (0) 231 5436 143 or by email to logisticemea@tandbergdata.com.

The following details must be provided:

- Expiring contract number
- End customer address / address where the equipment is in use
- Current serial number
- Hardware description
- Article Number of the desired SecureService contract
- Number of years by which it is to be extended
- Date of commencement of renewal and expiry date
- Price taken from the current price list or offer price quoted by Tandberg Data