

# Arcserve Appliances X Series Secured by Sophos

The Arcserve Appliance maintenance programs include the following for the duration of the maintenance subscription:

	Gold Maintenance	Platinum Maintenance*
Phone/email/online technical support	✓	✓
On-site hardware part replacement	Next business day	4 hours
Spare part kit	Optional	Optional
Free software upgrades	✓	✓
Subscription duration options	1, 3, 5 years	1, 3, 5 years

\* Platinum Maintenance is subject to availability, depending on the location of the appliance installation and operation.

## Maintenance Program Details

### Gold Maintenance

Gold Maintenance includes next business-day on-site hardware parts replacement. Additionally, Gold Maintenance customers receive software upgrades and access to phone, online and email technical support for all its original components, including Arcserve UDP software, Arcserve add-ons, Sophos Intercept X Advanced for Server, and the Appliance hardware. One, three and five-year subscription options are available for Gold Maintenance customers.

### Platinum Maintenance

Platinum Maintenance includes a four-hour on-site hardware parts replacement, as well as software upgrades and access to phone, online and email technical support for all its original components, including Arcserve UDP software, Arcserve add-ons, Sophos Intercept X Advanced for Server, and the Appliance hardware. One, three and five-year subscription options are available for Platinum Maintenance customers.

Note:

- Platinum Maintenance is subject to availability, depending on the location of the appliance installation and operation. Your preferred Arcserve reseller or Arcserve representative can advise on the availability of the Platinum Maintenance at any time, including before your purchase.
- Subscription licensing includes Platinum Maintenance for the period of the subscription. If four-hour on-site hardware support is not available at the location of the X Series appliance installation purchased via subscription model, the next-business-day hardware support will be provided.



### On-Site Appliance Hardware Parts Replacement

Following the completion of remote troubleshooting, diagnosis and problem determination, an Arcserve support technician will arrange for the failed parts to be dispatched to the location of the appliance and will schedule the on-site visit based on your maintenance agreement program and availability.

If the issue requires an on-site service technician visit for parts replacement, the following applies:

Response Time	On-Site Response Time	Terms & Conditions
Next Business Day	Following telephone-based troubleshooting and diagnosis, a technician responsible for parts replacement can be dispatched to arrive on-site the next business day. If you are not available on the next business day, you can choose any future business day at your convenience, with the same service conditions applied.	<ul style="list-style-type: none"> <li>Available five (5) days each week, ten (10) hours each day, excluding holidays.</li> <li>Calls received by Arcserve after 2:00p.m. local customer time (Monday-Friday) and/or dispatches submitted after that time may require an additional business day for the service technician to arrive at the customer’s location.</li> </ul>
4 Hours	A technician responsible for parts replacement should arrive on-site within four hours after completion of telephone-based troubleshooting. If you are not available within the next four hours, you can choose to receive service at any other time at your convenience.	<ul style="list-style-type: none"> <li>Available seven (7) days each week, twenty four (24) hours each day – including holidays.</li> <li>Available within select four (4) hour response locations.</li> </ul>

Subscription licensing and Platinum Maintenance customers are entitled to both next-business-day and four-hour on-site hardware support services, where available. Platinum Maintenance is subject to availability, depending on the location of the appliance installation and operation. Your preferred Arcserve reseller or Arcserve representative can advise on the availability of the 4-hour on-site support at any time, including before your purchase.

### Support Policy

Phone, email and online support for Arcserve appliances and all their original components, including Arcserve UDP software, Arcserve add-ons, Sophos Intercept X Advanced for Server, and the Appliance hardware, is provided according to the [Arcserve Support Policy](#).

### Optional Spare Kit

The optional spare kit includes a set of parts to speed up resolution of select hardware issues by eliminating the need to dispatch the part to the location of the appliance installation.

Please contact your preferred Arcserve reseller or Arcserve representative for more details.

## About Arcserve

Arcserve provides exceptional solutions to protect the priceless digital assets of organizations in need of full scale, comprehensive data protection. Established in 1983, Arcserve is the world’s most experienced provider of business continuity solutions that safeguard multigenerational IT infrastructures with applications and systems in any location, on premises and in the cloud. Organizations in over 150 countries around the world rely on Arcserve’s highly efficient, integrated technologies and expertise to eliminate the risk of data loss and extended downtime while reducing the cost and complexity of backing up and restoring data by up to 50 percent. Arcserve is headquartered in Minneapolis, Minnesota with locations around the world.

Explore more at [arcserve.com](http://arcserve.com)

