ProCARE Service Level Agreement

# Our Goal

ProMAX designed ProCARE plan to ensure the best possible experience over the lifetime of your ProMAX product.

**Our first goal is to make sure you are up and running, with as little downtime as possible.** ProMAX products are at the center of our customers work and often, your ability to deliver to your client is directly based on our products ability to work for you. We take that very seriously.

**Our second goal is to continually provide new value by enhancing our software running on ProMAX servers.** Our joy is to create new software that brings additional value to your workgroup through awesome new features you will benefit from on a daily basis.

# What is the ProCARE Plan?

The ProCARE Plan is the factory direct software and service contract provided to all customers who purchase a ProMAX Server product from an authorized ProMAX dealer.

The product lines that include ProCARE are the ProMAX Platform and the ProMAX Cache-A lines. ProCARE is included with all new Platform and Cache-A products for a period of 1 year from date the product is shipped from ProMAX Systems. Also available is ProCARE Plus, a 24/7 emergency support add-on available for clients that require 24/7 coverage of critical events.

Customers that remain current on their ProCARE plan also receive software enhancements and bug fixes created by ProMAX Systems to the products. Please note that enhancements and upgrades to any 3rd Party products used on your ProMAX servers are not included under the ProCARE Plan.

# What is covered under ProCARE?

All ProMAX Platform & Cache-A servers include 1 Year ProCARE direct from ProMAX Systems.

ProCARE Includes:

* Access to ProMAX Platform OS upgrades on applicable ProMAX Servers. This includes some feature updates, bug fixes and enhancements to the software created by ProMAX Systems.
* Phone and Remote technical support for your ProMAX Products.
* No cost advanced part replacement for warranty covered parts\*

\*Return agreement must be signed and returned, part replacement subject to in-stock availability and cost.

To get the help you need for Tier 1 or for Tier 2 support issues please contact ProMAX directly at (949) 861-2700 or [support@promax.com](mailto:support@promax.com).

ProMAX direct service hours are Mon-Fri, 5am to 5pm Pacific Standard Time (PST), excluding some US holidays which are posted and current at <http://promax.com/contact-us/>. Platform and Cache-A servers are eligible for ProCARE Plus upgrade which provides 24 hours a day/7 Days a week. Please contact your reseller for pricing and details.

ProCARE Does not include

* Paid Software License Options (Such as LTO Software, Cloud Software, etc.)
* Windows/SQL Upgrades or updates

# What is covered under ProCARE Plus?

ProCARE Plus is an optional add-on that provides 24/7, 365 Days a year access to ProMAX Support for additional Emergency downtime support. It includes all of the standard benefits of standard ProCARE, with the additional of 24/7 benefits.

ProCARE Plus additionally includes:

* Emergency support outside of 8am to 5pm PDT/PST (UTC -8/UTC -7)
* 24/7, 365 day coverage of *server down* events on installed systems.
* This applies to primary storage and LTO Archive functionality only.

**Emergency support only** covers full server downtime events where the entire server functionality is affected. This is characterized by events that causes a previously functioning system to no longer connect to all clients. During a valid Emergency support incident ProMAX will work with on-site personnel to troubleshoot and bring the system back online in the most expedient way possible at that time. Detailed investigation and extended follow-up troubleshooting will be conducted during normal ProMAX Support hours.

Please note that ProCARE Plus **DOES NOT** Include:

* Installations or upgrades outside of standard ProMAX support hours
* Configuration of new clients, new feature setup, etc. outside of standard ProMAX support hours
* Individual workstation connection issues outside of standard ProMAX support hours
* Is not “extended support hours” or “EMAE/APAC support hours” but for emergencies only

As a ProCARE Plus client you will be provided with a unique 24/7 support phone number in the event that you require assistance outside of normal ProMAX Support hours.

# What Service Level Agreement is provide from ProMAX?

The follow Service Level Agreements are in place for first response on issues escalated to ProMAX:

|  |  |  |
| --- | --- | --- |
|  | Hours | First response SLA\* |
| ProCARE | M-F, 8am to 5pm Pacific Standard Time, Excluding Holidays | Within 4 Hours |
| ProCARE Plus | EMERGENCY SUPPORT ONLY - 24 Hours a day - 365 Days a year | Within 2 Hours |
|  |  |  |

\* First response SLA means a ProMAX representative will contact you, acknowledge your request and begin to diagnose the issue presented. This SLA does not guarantee resolution within any the time period.

# How do I contact ProMAX when I have a problem?

Step 1) Email support at [support@promax.com](mailto:support@promax.com) this opens a ticket.

Step 2) Call support at (949) 861-2700 and follow the prompts for receiving support.

ProCARE Plus Clients will be provided with additional information regarding 24/7 support contact information.

# What is Tier 1 vs. Tier 2 tech support?

Tier 1 includes, but is not limited to:

* Basic connectivity issues
* Adding new users
* New Platform OS Deployment Upgrades
* Basic performance issues (Dropped frames, slow performance, etc.)
* Failed components (Hard drives, RAID controllers, etc.)
* Workflow consulting
* Training
* Best practices

Tier 2 includes, but is not limited to

* Escalated troubleshooting – Your ProMAX VAR is unable to resolve issues
* Emergency Issues – issue is preventing critical work and your ProMAX VAR is unable to respond

# My ProCARE expired, can I restart it?

Yes, your ProCARE can be restarted at any time. Please note, customers that stay on ProCARE without expiration will receive a renewal discount.

For questions on renewal costs please contact ProMAX at (949) 861-2700 or email us at [SupportRenewal@promax.com](mailto:SupportRenewal@promax.com).

# Warranty Info

Please note, ProCARE does not cover hardware warranty. Hardware warranty is covered separately under the ProMAX Standard Limited Warranty Agreement.

# More Questions?

If you have additional questions on the ProCARE Program please contact your ProMAX Value Added Reseller or email ProMAX directly at [sales@promax.com](mailto:sales@promax.com).