

Dynamic Support Statement of Coverage – USA

This statement of coverage covers Network Attached Storage (NAS) and Direct Attached Storage (DAS) devices built and sold by Highly Reliable Systems (HRS) within the United States of America.

Dynamic Support is an add-on to the **Basic 12-Month Hardware Warranty** and provides for these additional services:

- Available in 1 year, 2 year, and 3 year terms. (Max 3 years)
- Advance Replacement of hardware (single component to full unit replacement included)
- Cost of 2 Day Air shipping included (to and from customer) for the full length of contract purchased.
- Free Firmware and Software updates upon request and if available. (excludes bundled software)
- Unlimited Technical Support for all issues via Chat, Web, E-mail, and Telephone during business hours. (M-F 8am – 5pm Pacific Time. Excludes some holidays)

Obtaining Warranty Service. Please review the online help resources and the product documentation before seeking warranty service: <http://www.high-rely.com>. If the product is still not functioning properly after consulting the website and the manual, call your reseller for support and possible instructions on how to obtain warranty service. All returns must be authorized by HRS in advance. It is the customer, reseller, or distributor's responsibility to call for an "RMA" (Return Merchandise Authorization) number prior to shipping any product back for repair.

Contacting Support: Phone - 775-329-5139 x300 or use the [Online Support Request](#).

Advance Replacement. If a product is no longer operating as intended HRS, at its discretion, will advance replace parts, components, or entire product prior to any product being returned to HRS. A credit card or NET terms will be required to guarantee the customer returns defective parts/product within 15 days per the Advance Replacement Policy stated in Basic warranty.

Transfer of Warranty. Dynamic Support is assigned to the unit itself. In cases where the reseller of record has changed or may no longer be present the warranty and Dynamic Support are valid. The end user or their IT support may contact the manufacturer to gain support for the equipment.

2 Way Domestic Shipping. HRS will provide 2 day shipping service for parts and/or equipment to a customer for equipment on dynamic a support contract. HRS will also provide return shipping for defective hardware. Delivery dates are based on a number of business days beginning the first business day AFTER the date of shipment. As an example, a Federal Express 2nd Day shipment sent on a Tuesday will arrive on Thursday, but sent on a Thursday will arrive on Monday. Once HRS has shipped HRS will send a confirmation and estimate of the delivery date.

PLEASE NOTE: HRS cannot be responsible for delays in delivery caused by bad weather, carrier error or other causes beyond our control and do not refund shipping charges in case of such delays.

Firmware and Software Updates. Updated firmware and software provided by Highly Reliable Systems will be made available upon request by a Value Added Reseller or end user if and when they are available.

Exclusions: Same Exclusions and limitations apply as shown in the HRS 12-Month Standard Warranty.

Note: *Before delivering any product for warranty service it is the clients responsibility to backup all data, including all software programs. Always assume products will be returned reformatted with no data. Data recovery is not included in the warranty service and Highly Reliable Systems is not responsible for damage to the product or data during transit or a repair. Please remove ALL private or sensitive data prior to shipment.*