

StorChoice™ | Support Services for Platform Products

Highlights

- Diagnosis and resolution of issues involving product function, configuration and usability of hardware and software
- Continuity of operations service levels for contact response time and shipment of a hardware replacement
- Expert support team focuses on minimizing production impact
- 24 x 7 global coverage by phone and web with as little as 30 minute response targets
- Parts delivery options of Next Business Day and 4-hour¹
- On-site field technician 4-hour option available¹
- No-return option available for data sensitive customers^{2,3}
- Advanced replacement is included in all support offerings when needed⁴

StorChoice offers comprehensive customer support services to ensure you get the most out of your Western Digital platforms and products.

StorChoice Options

- Priority handling based on business impact
- Covers all issues involving related system hardware
- Assistance in identifying application-specific issues
- Defined service levels for contact response time and shipment of replacement hardware and/or on-site field technician for replacement
- Expediting bugs, feature request opportunities, and partner engagements
- Enterprise level support, with select mission critical options

Support Benefits

Provides the most cost-effective way for businesses to ensure they have the most current releases of the latest technology.

- Protects investment by providing access to updates that provide enhancements, new platform certifications, and access to the latest defect and security fixes released during the subscription period
- Lowers cost through a variety of support options to simplify administration and contract terms

Limited Warranty⁴

- Warranty issues may be reported from 5am – 5pm PT, Monday - Friday, excluding holidays
- Covers hardware repair due to defects in material or workmanship
- Customer support determines if hardware replacement is necessary

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Support Services¹

Features	Limited Warranty ⁵	Silver / Silver Plus ⁶	Gold / Gold Plus ⁶
Support Operations	Monday - Friday	24 x 7	24 x 7
Response Targets (severity 1)	5am - 5pm	1 hour	30 minutes
RMA/CRU Replacement Objective ⁸	10 Business Days	Next Business Day	4 hour ⁷
On-Site Field Technician	No	Next Business Day w/ Silver Plus ⁸	4 Hours w/ Gold Plus ⁸
Hardware Service Terms ⁹	Per Product Warranty	1, 3 & 5 yrs ¹⁰	1, 3 & 5 yrs ¹⁰

Standard Support for All Service Levels Including Limited Warranty

Access	Phone and email
Response	Phone and email
Access to Software & Firmware Updates ¹¹	Yes



¹ All upgrades and/or expanded capacity for a product unit must be under the same purchased support level. May require a lead time of up to 90 days to set up service. May not be available in all locations. Contact your sales representative for availability of Next Business Day and Same Day parts replacement delivery services. Support Services must be purchased at the same time as the corresponding hardware purchase.

² Option only covers drives or flash and not other components of the system/platform. Available for purchase with Silver and Gold options.

³ No-return option availability is subject to certain conditions and eligibility requirements.

⁴ Please see product warranty terms and conditions for details at: https://documents.westerndigital.com/content/dam/doc-library/en_us/assets/public/western-digital/collateral/warranty/warranty-western-digital-platform-products.pdf.

⁵ Limited warranty service is included with Platform or Server purchase.

⁶ Silver Plus and Gold Plus must be separately purchased in order to receive On-site field technician. Contact a Western Digital sales representative determine if the support service is available in your location.

⁷ RMA/CRU replacement service level time starts upon manufacturer determination that a CRU replacement is required. No-return options are available for Silver and Gold customers as an additional option to be charged separately.

⁸ Notwithstanding unforeseen circumstances.

⁹ Support service commences on the date of shipment for hardware, and on the date of transmission for software.

¹⁰ Warranty term may vary by product.

¹¹ Provides bug fixes, patches and software updates (minor versions) as available.

¹² Not all Services plans are available on all products.

For further assistance with Western Digital products, contact Western Digital Datacenter Platforms technical support at: <https://businessportal.westerndigital.com/> or enterprisesupport@wdc.com.

