

Hardware and Software Warranty			
1-Year Hardware Warranty: We will replace defective hardware parts ¹			
90-Day Software Warranty: For 90 days we will provide software updates for any defects			
Concierge Services			
Comprehensive account management services for customers seeking to offload a broad set of support and management practices to a concierge manager.			
Support Offerings	Premium 4-Hour with Onsite Parts Replacement	Premium 4-Hour	Next Business Day
Helpdesk Support with Aggressive SLA 24 x 7 telephone and email assistance P1²: Telephone response in 30 minutes or less with immediate escalation to Engineering, if required P2²: Response in 2 business hours or less P3²: Response in 8 business hours or less P4²: Next business day (Monday through Friday) 24 x 7 Engineering Escalation Support	Yes	Yes	Yes
Online Support Portal Access Access installation guide, user guide, and other relevant documentation	Yes	Yes	Yes
Access to Software Update Access to software updates covering major, minor, and maintenance releases	Yes	Yes	Yes
Advanced Hardware Replacement Nimble Storage will ship replacement part(s) in advance of receiving defect part(s). Service Level to receive the part(s)	Not Available	Within 4 hours ³	By the next business day ⁴
4-Hour Onsite Parts Replacement Nimble Storage will replace parts within service level	Within 4 hours ^{3,5}	Not Available	Not Available
On-Site Spares Option Availability of individual parts or entire kit on site for quick replacement Ideal for locations where Advanced Hardware Replacement option is not available	Available as an add-on	Available as an add-on	Available as an add-on
No Return Disk Entitlement Customer not obligated to send failed HDDs or SSDs back to Nimble Storage			

World-Class Support to Ensure Your Success

Nimble Storage offers customer support that helps you get the most from your storage investment. As a Nimble customer, you can expect:

- Support delivered by experienced Technical Support Engineers
- Support teams that are co-located with software and hardware engineers to ensure rapid resolution of customer issues
- Deep visibility into overall storage health, automated actionable reporting and fast, proactive troubleshooting of issues with [Nimble Storage InfoSight](#)
- Built-in Proactive Wellness that constantly monitors and analyzes system parameters for optimal operations
- 24x7 service for customers who require around-the-clock support resources
- A commitment to deliver the highest level of support and customer satisfaction in the storage industry
- A vibrant online community of Nimble Storage users, partners, and product experts worldwide—[NimbleConnect](#)

Notes:

¹ For hardware warranty claims, defective parts must be received before replacement parts are shipped.

² Severity/Priority levels are defined as:

P1: Not serving data or severe performance degradation or single controller not operational

P2: Performance degradation or intermittent software faults or network degradation

P3: Issue or defect causing minimal business impact

P4: Request for information; administrative requests

³ Contact Nimble Storage for the latest list. For areas not currently covered, Nimble Storage offers on-site spare parts/kits for purchase.

⁴ Parts must be identified by 3:00 PM local time. Contact Nimble Storage for the latest list. For areas not currently covered, Nimble Storage offers on-site spare parts/kits for purchase.

⁵ 4-Hour Onsite Parts Replacement Service time begins when root cause identification is complete. Contact Nimble Storage for details.

Contact Support

For general support issues or to request a login ID, please email support@nimblestorage.com.

For SmartStack support issues or questions, please email Support.SmartStack@nimblestorage.com

Country	Phone Number
United States	Toll Free: 1-877-364-6253 Local: 408-432-9600; (x2 for Support; x7 for SmartStack)
Australia	Toll Free: 1-800-751-916
Austria	Toll Free: 0800-802199
Belgium	Toll Free, Mobile Enabled: 0800-262-76
China	Toll Free, Mobile Enabled: 400-120-0986
Denmark	Toll Free: 8070-5309
France	Toll Free: 0800-911093
Finland	Toll Free: 0800-915-792
Germany	Toll Free, Mobile Enabled: 0800-183-0882
Hong Kong	Toll Free: 800-906-526
Iceland	Toll Free: 800-8565
India	Toll Free, Mobile Enabled: 000-800-100-4381
Indonesia	Toll Free: 001-803-015-204-5861
Ireland	Toll Free: 1-800-550367
Israel	Toll Free: 1-809-315705
Italy	Toll Free, Mobile Enabled: 800-788-966
Japan	Toll Free, Mobile Enabled: 0800-170-9299
Luxembourg	Toll Free: 800-8-8078 / National: +352-20202368
Malaysia	Toll Free: 1-800-817-369
Netherlands	Toll Free, Mobile Enabled: 0-800-020-0730
New Zealand	Toll Free: 0800-447-410
Nigeria	Local: +234-1-440-7370
Norway	Toll Free: 800-17-365
Philippines	Toll Free: 1-800-1-116-0920
Singapore	Toll Free: 800-852-3823
South Africa	Toll Free: 0800-983-609
South Korea	Toll Free: 080-808-0422
Sweden	Toll Free: 020-791-743 / Local: (10) +46-101992444
Switzerland	Toll Free, Mobile Enabled: 0800-802-544 / Zurich: +41-435082007
Taiwan	Toll Free: 00801-14-7152
Thailand	Toll Free: 001-800-852-8405
UAE	Toll Free: 8000-3570-2844
United Kingdom	Toll Free: 0-808-134-9962 / Local: 0330 808 0085
Vietnam	Toll Free: 1800-9402

Nimble Storage InfoSight

Online Support Services

The InfoSight Engine

A data collection and analysis engine comprised of powerful analytics, system modeling capabilities, and predictive algorithms

The Nimble Storage InfoSight Portal

A secure online portal which serves as a window into the InfoSight Engine

Proactive Wellness

Proactive alerts for system health, performance, and protection gaps

Self Help Library

Knowledgebase articles to help configure your environment or resolve a variety of issues

[Log into Nimble Storage InfoSight](#)

NIMBLE STORAGE

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