

SimplyNAS[®]



Important Support Information

please do not discard

www.simplynassupport.com

Congratulations on buying your NAS from SimplyNAS. You have made an excellent buying decision based on purchasing from the only NAS specialist VAR in the country that sells and supports Network Attached Storage products only, period. We are proud to welcome you as our customer. The privilege you have attained by merely buying from and sharing your goodwill with us has provided you with many benefits, inclusive of the few listed below:

- Access to a wealth of knowledge on NAS products which we share with our customer at timed intervals.
- Specialist in-house personnel that are experts in NAS and who only sell and support the very product you have purchased. All support is local and not outsourced.
- Over 98% of all our products are shipped from our own facility and not drop-shipped, no ifs, or buts, tested and Q&A carried out by US.
- We have harnessed strong bonds with our manufacturing partners, who enable us to ensure our customers are well supported and the products purchased by you are replaced or repaired as and when needed under warranty quickly and with little or no fuss at all, after their individual support and warranty requirements have been met.

SUPPORT

Very often when customers make their purchase, the after sales service often becomes non-existent or when on the rare occasion it is available, it will be outsourced to a remote location. The latter service often becomes difficult to cultivate as a consequence of the differences in the cultural and business ethos and often leaves customers exasperated. This results in the customer abandoning to work with and the product becoming an expensive door-stopper. In some instances when a non-specialist organization sells NAS products and endeavors to provide support their staff are not sufficiently knowledgeable about the product to provide an adequate level of support. There is also the large online resellers that simply box shift and sell the products on a “pile em high and sell em low” principle and will not provide support let alone calling them prior to the sale to discuss the product features and specification. In fact, many of them clearly stipulate they are ‘only’ online and do not take calls.

So, where does SimplyNAS fit into all this? Well quite simply, we are unique, in so far as we only sell and support NAS and our expertise is unrivalled in this sector. We are not only competitive but we do provide true value for money. We extend our privileges in the area of pre and post sales support, we also provide systems that are meticulously tested as well as packed well to avoid damage. Our knowledgeable personnel see your purchase through its order lifecycle. Sure, we make mistakes but currently we are at 97% of getting it right first time! As a result of our competitiveness our operation is lean and mean with the intention of being here for a very, very long time. We also have a simple process in place that will help all our customers receive the level of support they need and deserve.

Here is what we need from you as our customer to enable us to help you at all times without us dropping the ball. We kindly request you to utilize our online ticket support system for ALL technical support and warranty related issues. Recently we have discovered some of our customers have an insatiable need to ring us for support and insist on receiving instant telephone help with a complete disregard for the processes we have in place. Whilst we understand your need to receive support, please understand our need to have a set process in place to ensure we can indeed provide support to all our customers. Our ticketing system provides you with a unique ticket number so that we can track all support issues. We are also able to oversee

all support requests and make sure our customers are being given the correct information in a timely manner. Lastly, should your request require a resolve for which we do not have an answer, we can direct you to the manufacturer directly and be able to work with them in tandem if required to get your issue resolved as quickly as possible.

CURRENT POSITION

You have your system now. Once you have unpacked your unit and have it hooked up and ready roll and find you need support here is what you need to do:

STEP 1 – Go to our support specific web site - <http://simplynassupport.com/>

STEP 2 – Open a NEW TICKET

STEP 3 – Please complete with all the details you possibly can provide, the more details the better the outcome.

STEP 4 – The response time will vary on criticality of the issue stipulated. Normally we reply to all support tickets the same day or within a maximum time span of 24hrs.

SUPPORT LIMITATIONS

We cannot provide support under certain criteria:

1. We cannot provide adequate or in many instances any support at all on third party software.
2. Any in depth firmware or SSH matters, as we do not have access to the code from any of the manufacturing partners.
3. Any networking issues as we have no way of knowing your network setup or the ability to troubleshoot them.
4. After 90 days all our support is restricted to the item being faulty, i.e. you have developed a fault and need help, we are always here for our customers for the lifecycle of the unit that is our privilege extended to you our customer. We cannot provide support if you have upgraded and not taken advice from us, or have installed new software and require us to hand hold.
5. You have illegally upgraded and have inadvertently broken the manufacturer's warranty terms.
6. We cannot provide support via EMAIL or by Telephone.
7. In instances when are unable to help we will refer your issue back to the manufacturer.

The contact details provided on the back of this booklet are current as of 10/2011 but please refer to manufacturer web site for confirmation.



Warranty Issues

After 20 days, all warranty issues are handled directly with the product manufacturer. For your convenience we have listed all of our current manufacturer's contact details below. To receive support or RMA for a product, please contact the manufacturer directly.

Thecus USA

1662 Centre Pointe Drive
Milpitas, CA 95035



Main: (408) 262-6331
Support Phone Number: 909-869-9110
Support URL:
<http://ussupport.thecus.com/esupport/>
Support Email Address:
support@us.thecus.com

QNAP, Inc.

168 University Parkway
Pomona, CA 91768-4300
TEL: 909-595-2819
FAX: 909-595-2816



QNAP Technical Support in the USA & Canada
8:00 - 5:00 PST, Mon. - Fri.
Service Hotline: 909-595-2819 ext.185
Support URL:
www.qnap.com/onlinesupport.asp

NETGEAR Inc.

350 East Plumeria Drive
San Jose, California 95134-1911



Support URL:
<http://support.netgear.com/app/contact>
For products purchased new in the last 90 days
in the USA and North America:
1-888-NETGEAR | 24 hours/day, 7 days/week

Synology America Corp.

2899 152nd Ave NE,
Redmond, WA 98052.



+1 425 296 3177 - Support
(Hours of operation: 9A-5P, M-F, GMT-8)
Product Support Ticket:
www.synology.com/support/

Hitachi

3403 Yerba Buena Road
San Jose, California 95135



Help desk: 1-888-426-5214
E-mail: support_usa@hitachigst.com
Hours: M - F 8:00 a.m. to 6:30 p.m. PST
Support URL:
www.hitachigst.com/portal/site/en/support/warranty/

Seagate Technology

10200 S. De Anza Blvd
Cupertino, CA 95014



Support Phone:
(1.800.732.4283)
1.405.324.4700
8am - 11:30am CT ; 1pm - 6pm CT
Monday - Friday
Support URL:
www.seagate.com/www/en-us/support/

Data Robotics, Inc.

1705 Wyatt Drive
Santa Clara, CA 95054-1524



Support Telephone: 1.866.426.4280
Monday - Thursday 06:00 to 19:00 P.T.
Friday - Saturday 06:00 to 24:00 P.T.
Sunday - 06:00 to 18:00 P.T.
Support URL:
www.drobo.com/support/contact-support.php

Western Digital

3355 Michelson Drive, Suite 100
Irvine, California 92612



United States & Canada Support Center
US & Canada - English 1 (800) 275-4932
US - Spanish - 1 (949) 672-7199
Monday - Thursday 8 am - 9 pm CST
Friday - Sunday 8 am - 7 pm CST
Support URL:
<http://support.wdc.com/contact/>