

As the trusted global provider of effortless data management and data protection solutions across the data lifecycle, Overland Storage delivers NEO Series, REO Series, SnapSAN and SnapServer product lines that are backed by world-class service and support. OverlandCare Uplift and Extension support offerings serve as a complement to the standard OverlandCare product warranty associated with each Overland product, ensuring that customers have the optimal level of service and support to meet their particular business needs.

	Standard Warranty	Uplift Options <sup>1</sup>	Extension Options <sup>2</sup>
<b>neo<sup>®</sup>200s</b> <b>neo<sup>®</sup>400s</b> <b>neo<sup>®</sup>2000e</b>	OverlandCare Level 1 1 year	OverlandCare Level 1 (3 years) OverlandCare Level 2 (1 year & 3 years) OverlandCare Level 3 (1 year & 3 years) OverlandCare Level 4 (1 year & 3 years)	OverlandCare Level 1 (1 year) OverlandCare Level 2 (1 year) OverlandCare Level 3 (1 year) OverlandCare Level 4 (1 year)
<b>neo<sup>®</sup>4000e</b> <b>neo<sup>®</sup>8000e</b>	OverlandCare Level 2 1 year	OverlandCare Level 2 (3 years) OverlandCare Level 3 (1 year & 3 years) OverlandCare Level 4 (1 year & 3 years)	OverlandCare Level 2 (1 year) OverlandCare Level 3 (1 year) OverlandCare Level 4 (1 year)
<b>reoseries<sup>™</sup></b> <b>snapsan<sup>™</sup></b> <b>snapserver<sup>™</sup>*</b>	OverlandCare Level 1 3 years	OverlandCare Level 2 (3 years) OverlandCare Level 3 (3 years) OverlandCare Level 4 (3 years)	OverlandCare Level 1 (1 year) OverlandCare Level 2 (1 year) OverlandCare Level 3 (1 year) OverlandCare Level 4 (1 year)
<b>snapserver<sup>™</sup>**</b>	OverlandCare RTF 3 years	OverlandCare Level 1 (1 year & 3 years) OverlandCare Level 2 (1 year & 3 years) OverlandCare Level 3 (1 year & 3 years) OverlandCare Level 4 (1 year & 3 years)	OverlandCare Level 1 (1 year) OverlandCare Level 2 (1 year) OverlandCare Level 3 (1 year) OverlandCare Level 4 (1 year)

\* Standard for the SnapServer DX Series

\*\* Standard for the SnapServer N2000, SnapServer 410 and SnapServer 210

OverlandCare Warranty Offerings	Level 1	Level 2	Level 3	Level 4
24x7 telephone assistance	✓	✓	✓	✓
Unlimited web and email support	✓	✓	✓	✓
Access to on-line knowledge base	✓	✓	✓	✓
Firmware updates and patches	✓	✓	✓	✓
Remote problem and diagnostics support <sup>4</sup>	✓	✓	✓	✓
Next business day advanced parts replacement <sup>3</sup>	✓			
Next business day response for onsite support <sup>3</sup>		✓		
9x5x4-Hr. response for onsite support <sup>3</sup>			✓	
24x7x4-Hr. response for onsite support <sup>3</sup>				✓

<sup>1</sup> OverlandCare Uplift part numbers/pricing are valid when purchased within 120 days of the initial hardware purchase.

<sup>2</sup> OverlandCare Extension part numbers/pricing are valid when purchased 121+ days after the initial hardware purchase or as an extension to the initial warranty purchase.

<sup>3</sup> Response time based on geographical proximity to Overland service center. Although standard part numbers and pricing apply to Zone 1 coverage, uplifts for zones outside the standard coverage areas are available. Refer to <http://support.overlandstorage.com> for further details.

<sup>4</sup> Availability during business hours only for OverlandCare Levels 1, 2 and 3. 24x7 availability for OverlandCare Level 4 only.

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