

Support. Your way.

Together, Seagate and StorTrec offer a variety of support and service options for Seagate Systems products to address requirements unique to your company. Whether it's basic support or uplifting the standard warranty, we've got you covered.

Get on-demand help.

We'll provide answers and step-by-step guidance where and when you need it, in the way that suits your business best.

For Seagate Systems customers with a fee-based service contract:

StorTrec Support is available 24x7 and may be contacted by:



ONLINE

Access the StorTrec ticketing portal 24x7 at ticket-opening.stortrec.com.



EMAIL

Email support@stortrec.com (worldwide) and explain your issue.



PHONE

Call: +1-858-810-3940 (USA)
or +49-6028-9796-502 (Rest of world)

StorTrec Support and Seagate Support will work together for all issue resolution.

For Seagate Systems customers without a fee-based service contract:

Simply email frontline@seagate.com with your company contact information and receive your Systems ID number, which will allow you to create tickets and monitor both your own and your company's tickets in the portal. You only need to do this once, and multiple people from your organization can register with the same Systems ID.

Once you're registered, you have 3 ways to get support:



ONLINE

Access the Seagate Systems support portal 24x7 at www.seagate.com/direct-partners. Click the Systems Support Portal Login button and get access to or create new tickets for your company.



EMAIL

Send an email to frontline@seagate.com and explain your issue.



PHONE

Call +1-800-SEAGATE (US Domestic 1-800-732-4283) and talk to a Seagate Support expert right away. For a contact number in your region go to seagate.com/contacts/. Choose "Systems" from the support option.

Standard Seagate Systems product support and services.

Included by Seagate:

- Live technical support online or by phone
- Access to firmware web-based revisions

Offered by StorTrec (fee-based):

- Advance parts replacement
- On-site labor
- Secure site coverage for drives

Seagate Support

| Features | Available to |
|--|---|
| Unlimited 7×24×365 help desk support | Any Seagate customer; however, customers with a paid service contract are requested to contact StorTrec first |
| Escalation to level 2/3 engineers | Any Seagate customer; however, customers with a paid service contract are requested to contact StorTrec first |
| Access to Seagate Systems Portal via the web | Seagate registered customers without a service contract |
| Access to web-based technical documentation and firmware revisions | Any Seagate customer |

StorTrec Service Options

| Service entitlement category | Service 7×24×4 | 8×5×NBD | Self service | Secure site coverage |
|-----------------------------------|---|--|---|---|
| Access to depot spare parts | ✓ | ✓ | ✓ | ✓ |
| On-site labor (parts replacement) | 7×24 on-site service with 4-hour response | Normal business hours, 8-5 local time M-F, next business day | | |
| Secure site coverage | | | | Optional coverage; customer can keep their HDD or SSD. This option is purchased in addition to other service plans only |
| RMA Services | StorTrec field technician repackages faulty part at the customer site and StorTrec emails a prepaid shipping label to the customer. | | Customer repackages faulty part and StorTrec emails a prepaid shipping label to the customer. | N/A |

Definition of service and support offerings.

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|--|---|
| Optional self-service support | Upon completion of fault isolation, replacement parts are shipped to the customer site via commercial carrier for next business day delivery, subject to carrier service level and customs clearance. |
| Optional 8x5x next business day onsite support | Upon completion of fault isolation, the engineer and part will arrive at the site on the next business day (Monday through Friday from 8 am to 5 pm local time). |
| Optional 7x24x4 (4-hour response time) onsite support | Upon completion of fault isolation, the engineer and part(s) will arrive at the site within four hours. |
| Optional supplemental secure site coverage | Purchased in addition to self-service, NBD, or 7x24x4 coverage. With secure site coverage, you do not return the suspect HDD and/or SSD. |
| SSD annual premium | Charges are in addition to support contracts for 8x5xNBD, 7x24x4 (4-hour response time), and self-service. Enclosures with 1 - 4, 5 -16, and 17 - 24 solid state drives have premiums assessed based on the duration of the support contract. |

