

StorTrec Bronze (TDS-5B-NBD-3Y)

Stortrec physical support contract for Synology 5 bay NAS with HDDs, 3 year bronze support 8Hr NBD 5 day (Monday to Friday) , once envelope received scan the QR code and register direct with Stortrec



The StorTrec Bronze storage arrays provide reliable on-site support, ensuring optimal performance for your data management needs. With an extended service agreement of 3 years, this equipment includes comprehensive service, parts, labor, and both phone and email consulting. Service availability covers a schedule of 9 hours a day, 5 days a week, and in case of any issues, a prompt next business day response time minimizes downtime. The Bronze model is designed to streamline your storage solutions while offering peace of mind through extensive service and support options.

Key Selling Points

- On-site service and support for immediate assistance
- Comprehensive service includes parts and labor
- Phone and email consulting for expert guidance
- 9 hours a day / 5 days a week service availability
- Next business day response time for swift resolution

Product Features

- Reliable on-site support
The storage arrays from StorTrec are backed by an extended service agreement that facilitates on-site assistance, ensuring that any issues are addressed promptly, reducing system downtime.
- Extensive service agreement
With a contract period of 3 years, the extended service agreement covers all necessary aspects of support, providing peace of mind for users, knowing that both parts and labor are included.
- Efficient response time
A next business day response time ensures that help is readily available, allowing for quick troubleshooting and maintenance, reassuring users about the reliability of their equipment.
- Convenient service availability
Service is available 9 hours a day, 5 days a week, making it easy for businesses to receive the support they need without disrupting their operational schedules.

Main Specifications

Product Description	StorTrec Bronze - extended service agreement - 3 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Designed For	Synology High Density HD6500

Extended Specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Details

Service & Support	Extended service agreement - parts and labour - 3 years - on-site - response time: NBD - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Technical support - phone consulting - 3 years - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Technical support - e-mail consulting - 3 years - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Technical support - web support - 3 years - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday
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Compatibility Information

Designed For	Synology High Density HD6500
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Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet