

## StorTrec Bronze (TDS-6B-NBD-3Y)

Stortrec physical support contract for Synology 6 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 |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Compatibility Information

|              |                              |
|--------------|------------------------------|
| Designed For | Synology High Density HD6500 |
|--------------|------------------------------|

Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet