



Teradactyl Support and Services FAQs for Resellers and End Users

U.S.A. ONLY & Specifically Only Applicable to Product Lines:

True incremental Backup System[®] - PteroStor[™] Edition, Aerie[™], ClusterGuard[™], and TiDAS[™]

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Overview

Teradactyl LLC. is devoted to providing our clients with the best level of support and service possible. We offer a variety of hardware and software service level agreements (SLA) tailored to meet different customers' needs. Having the right plan coverage in place helps ensure warranty and support needs are met within a desirable timeframe.

Teradactyl Support and Services product warranties cover replacement of defective hardware components, software maintenance, as well as hardware and software product technical support. Annual software support plans also provide for free software edition upgrades for your product version. This eliminates the need to periodically repurchase the software suite. Complete terms and conditions are available in the formal legal agreements that are available upon request. Not all products and services are available in all countries and this document is specific to the United States of America. Therefore, some options contained in this document may not be applicable to your organization. Please consult with your Teradactyl sales representative or reseller for more information on specific availability in your region.

Frequently Asked Questions

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Answers to those Frequently Asked Questions!

What does the software product warranty cover?

For 30 days from the date of purchase, customers may submit software warranty questions or issues via e-mail to support@teradactyl.com. These requests will be processed as unscheduled incremental support during business hours per the unscheduled incremental software support plan specification published on our website. No charge will be assessed during the software warranty period. Teradactyl LLC. may also provide fee free minor release upgrades and patches during this period as deemed necessary by the company. Additional information on additional Incremental Support Services may also be found on our website.

What does the standard hardware product warranty cover?

All Teradactyl hardware is shipped with a one-year limited warranty. For 30 calendar days after delivery confirmation, hardware is eligible for DOA cross shipment. During the remaining warranty period, hardware is subject to Return to Factory (RTF) coverage that requires the customer to return the defective material prior to replacement. Parts replacement will be fulfilled in a timely manner based on available inventory subsequent to receipt of the defective component.

In the event unlikely of a product malfunction, Teradactyl Support will assist you remotely to identify the failed component. If a product failure is identified, a RMA (Return Materials Authorization) will be generated. Customers who require faster service and/or multiple year hardware support services may purchase a Silver, Gold or Platinum hardware maintenance plan. Hardware support plans for third party complementary products are subject to the individual manufacturers terms and conditions and are provided by optional service agreements between you and the manufacturer.

What are the benefits of utilizing Teradactyl Support Services?

Teradactyl provides a unified support infrastructure for all software and hardware products we manufacture. Teradactyl will also interface with third party support services to assist on your behalf for all 3rd party products purchased through Teradactyl subject to your purchase of appropriate support agreements from these 3rd party entities. Our deep familiarity with all components we sell, provides the customer with a single point of contact and faster resolution of issues. We will work to resolve your issues while freeing your staff to return to the primary duties.

Teradactyl software annual maintenance agreements have an exceptional benefit over the competition. Customers with these agreements receive major edition upgrades for their supported product version and purchased configuration FREE of CHARGE. This means you will not be required to repurchase our software when the next generation of product enhancements are publically released. Teradactyl has always offered this benefit since we began business in January of 1999. If you want a perpetual software license for an application as important as backup but like the benefits of constantly upgraded software, Teradactyl Annual Software Maintenance plans are the ideal solution.

What does Standard, Silver, Gold, and Platinum SMA coverage mean?

Teradactyl Software Maintenance Agreements (SMA) are annual contracts for the software we manufacturer. All annual software maintenance plans provide for twelve (12) hour support windows Monday through Friday, excluding Teradactyl holidays. Customers can have more support contacts, faster response times, or purchase extended hours support with our premium support plan levels. Customers receive unlimited phone, e-mail, and remote administration support for a designated number of support contracts. The number of support contacts varies by the type of plan chosen. Customers on annual software maintenance plans also receive free bug fixes, software updates, and enhancements in addition to FREE major release upgrades when available. Details for each plan and the cost associated with these options are available on our website.



Does Teradactyl offer SMA plans for Application Service Providers (ASP)?

Yes, providers interested in using the True incremental Backup System® to sell backup services to end users, may purchase annual support agreements that permit their designated employees to contact Teradactyl support for assistance. Please note that this service is available only to the designated employees of the ASP and not to end users or customers of the ASP.

What are the prices for each SMA?

Teradactyl considers ongoing maintenance and support to be critical to the ongoing viability of the company in the future and a key to securing new clients in the present. Annual software maintenance plans are priced as a fixed percentage of your software purchase price. These fees are charged annually and are due at the beginning of each contract period. Teradactyl has NEVER increased the percentage we charge for annual maintenance agreements since our inception in January of 1999!

Annual Software Maintenance Plan	% of Software Purchase Price	Plan Hours	Plan Days	# of Contacts
Standard Maintenance	15%	8 A.M. – 8 P.M. ET	Monday - Friday	2
Silver Maintenance	20%	8 A.M. – 8 P.M. ET	Monday – Friday	4
Gold Maintenance	25%	24 Hours	Monday – Friday	8
Platinum Maintenance	30%	24 Hours	ALL	12
ASP Basic Maintenance	25%	24 Hours	Monday – Friday	8
ASP Platinum Maintenance	30%	24 Hours	ALL	12

What if I need to be able to speak with a technician on nights and weekends, but don't really need 24/5 Gold level support or 24/7 Platinum level support?

Teradactyl Gold and Platinum level support agreements are the only programs that guarantee off-hours access to the technical support team. However, you can schedule incremental support with Anytime Hours for an additional fee. Under extreme emergencies, Unscheduled Anytime Support may also be offered for an additional hourly charge. Proof of prior purchasing authorization and credit approval are required. See incremental software support plans on our website for more information.

If I am not a direct Teradactyl support contact, can Teradactyl offer an add-on supplemental system support to me?

Supplemental software support can be purchased at incremental support rates. To purchase supplemental software support the hardware product on which the software operates must be a Teradactyl appliance and currently covered by an active Teradactyl software maintenance agreement and hardware maintenance agreement. The SMA and HMA coverage plans must run concurrently. If your organization requires additional support contacts, we recommend you upgrade to the appropriate SMA level.

What does Warranty, Silver, Gold, and Platinum HMA coverage mean?

Teradactyl Hardware Maintenance Agreements (HMA) are annual contracts for the hardware we manufacture. All annual hardware maintenance plans provide for twelve (12) hour support windows Monday through Friday, excluding Teradactyl holidays. Customers can have faster response times, expedited shipping, and OnSite Spares Kits with our premium support plan levels. Platinum Support includes an enhanced spares kit and does not require the return of media with appropriate documentation and subject to additional terms and conditions. The number of support contacts varies by the type of plan chosen and may be different from your software maintenance plan level.



HARDWARE PLANS	Warranty	Silver	Gold	Platinum
TECHNICAL SUPPORT AVAILABILITY	8 AM ET – 5 PM PT	Same as Software Plan or 8 AM ET – 5 PM PT	Same as Software Plan or 8 AM ET – 5 PM PT	Same as Software Plan or 8 AM ET – 5 PM PT
TECHNICAL SUPPORT RESPONSE OBJECTIVE	Same as Software Plan or 8 Business Hours	Faster of Software Plan or 8 Business Hours	Faster of Software Plan or 4 Business Hours	Faster of Software Plan or 2 Business Hours
REPLACEMENT PARTS ONSITE OBJECTIVE	Return to factory	2nd Business Day	CRU OnSite items in Common Spares Kit – Otherwise 2nd Business Day	CRU OnSite items in Enhanced Spares Kit – Otherwise Next Business Day
COMPONENT RETURN REQUIREMENTS	ALL – Replacements ship after factory receipt	ALL – CRU Replacement Cross-ship upon tracking (Subject to Approval)	ALL - Customer replaces CRU's Teradactyl prepaid shipping for FRU Service	No Media Return - Customer replaces CRU's Teradactyl prepaid express shipping for FRU Service
DATASHEET	Pdf : HTML : Text	Pdf : HTML : Text	Pdf : HTML : Text	Pdf : HTML : Text

Does Teradactyl offer HMA plans for cloud service and other Application Service Providers?

Yes, Gold and Platinum HMA plans are available for ASP vendors with the same terms and conditions.

What is the price for a HMA?

Each Teradactyl appliance has options for customization including HBA technology and HDD & SSD drive sizes. Once you determine a preferred configuration, we will be happy quote both hardware and HMA service level pricing. Please see your sales representative for more information.

What is No Media Return?

No Media Return is only available under the Platinum level Hardware Maintenance Agreement (HMA.) This plan provides customers with an option to self certify HDD and/or SSD media failure and the subsequent physical destruction of this media for complementary replacement of equivalent or better media components under the HMA. Customers Enhanced Spares Kit will contain HDD and/or SSD media for immediate return to service. Replacement of media for the spares kit will be shipped pre-paid by Teradactyl upon self-certification of media failure. Applications for this support level include organizations subject to HIPPA, Financial, or other regulatory requirements that would prevent or limit the ability to return failed media for warranty replacement. Customers that receive replacement media will have ninety (90) days to provide documentation of physical destruction or an invoice will be issued. This program is subject to credit approval and a signed Platinum level Hardware Maintenance Agreement.

UNDER NO CIRCUMSTANCES WILL TERADACTYL ASSUME LIABILITY FOR DATA CONTAINED IN RETURNED MEDIA. TERADACTYL MAY RETURN THE FAILED COMPONENTS TO THE HDD OR SSD MANUFACTURER FOR REPLACEMENT, REFUND, OR CHOOSE ANOTHER METHOD, SOLELY AT TERDACTYL'S DISCRETION, FOR FAILED COMPONENT DESTRUCTION. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO REQUEST THE NO MEDIA PLATINUM HMA IF THE CUSTOMER WOULD BE PROHIBITED FROM RETURNING THE MEDIA TO TERADACTYL FOR WARRANTY REPLACEMENT.



What does response objective mean?

Response objective is the maximum time a customer should have to wait for the Teradactyl support contact to begin failure resolution and/or for delivery to your organization of a replacement component once a failure has been diagnosed by our technical support team and appropriate return requirements have been met.

Can I request a change in the HMA or SMA support start dates?

It depends . . . For a SMA, a requested date of up to 90 days out needs to be specified. However, for HMA service, the start date begins on the date of delivery confirmation. You may request delayed shipment on both Teradactyl and 3rd party hardware to conform with your installation planning.

Does a product have to be registered to activate a service contract?

No, product registration is automatic and not necessary for new products.

My factory warranty is expiring and to date I have not used my warranty. Why should I purchase continued HMA coverage?

A majority of the owners experience no problems with their Teradactyl products during the warranty period, however, even enterprise purpose built appliances can and do sometimes have problems due to normal wear and tear. A single product FRU replacement request can be costly without service coverage and you could ultimately face high repair charges. Also, without a service agreement in place, you could be without your product for an extended period of time.

I have decided against continued SMA or HMA coverage, what are my options when I need assistance?

Customers needing software support who are not on a SMA plan will need to purchase incremental support. Incremental support will only be available on currently shipping versions of the software. If the version is no longer shipping, a new software purchase will be required. Ideally, hardware service will not be required for your Teradactyl product. However, if it is, we have professional and knowledgeable Service and Support Departments at our offices in North America that can accept your service request for an additional fee. If the product or a component has been determined End-of-Life, then we may not be able to accommodate service requests. Incremental hardware support charges for time, materials, and shipping will apply.

My SMA or HMA support coverage on my Teradactyl product(s) lapsed, can it be reinstated?

Teradactyl SMA may be reinstated provided coverage has not lapsed for more than 180 days. The plan will be reinstated back to the original date of expiration and an updated software maintenance agreement will need to be executed. There are no annual renewal limits on Teradactyl software maintenance annual agreements but the customer may be required to install product updates to maintain support. Teradactyl does not charge for software updates, including major edition releases, for customers on annual SMA's.

Teradactyl Silver and Gold HMA plans may also be reinstated provided coverage has not lapsed for more than 90 days. HMA agreements are available for 1, 3 or 5 year terms at the time of appliance purchase. After the original purchase date, only Silver and Gold HMA agreements are available and only for a maximum term of 36 month's in total hardware coverage beginning from the date of delivery and provided the hardware or it's components are not published as end-of-life. This plan will be reinstated back to the original date of expiration and an updated hardware maintenance agreement will need to be executed.

How do I ensure my SMA and HMA support coverage does not lapse?

You will be contacted by a Teradactyl contract administrator up to 90 days prior to service expiration to arrange for SMA and HMA plan renewals, subject to maximum HMA term limits. Both SMA and HMA agreement renewals are sold directly by Teradactyl. Please follow up with sales@teradactyl.com to make sure your renewal is processed before the expiration date.



I am a supported Teradactyl customer. What does the End-of-Life (EOL) announcement mean to me?

As a valued customer, it is important to inform you that a Teradactyl product has entered into "End-of-Life" (EOL). From a service perspective this means several things.

Teradactyl will continue to provide support services in accordance to your service contracts.

SMA agreements are always renewable provided you upgrade to a currently supported software version. There is no charge for software upgrades if you are on a current annual SMA. In some instances, older operating systems and file systems may no longer be supported by updates to the Teradactyl software. Teradactyl support may grant an extension for one additional year to provide your organization with time to transition to a different platform or newer revision of the existing platform. Additional charges may apply to support EOL platforms.

If your HMA service contract expired, no technical support or engineering support will be provided after the "End of Support Life" component or product date. We strongly recommend periodic hardware updates to backup and archive infrastructure every 3 – 5 years. Aging infrastructure can have significant adverse consequences in data integrity and the ability to access stored information. Given that annual SMA clients don't need to repurchase Teradactyl software editions periodically, you should find it significantly easier to apply for hardware refresh funding.

Additional Resources

Where can I find the product manuals and latest patches?

Product help systems, release notes, patches, and edition upgrades are available in the customer center of the Teradactyl website. Software systems have HTML, PDF, and command line man page support available on your server(s).

Who do I contact if a problem with a Teradactyl product occurs or if I need more information?

For additional information on product services, review the additional materials available on the Teradactyl website and Customer Center. For information related to support, first access online help systems and check release notes in the Teradactyl Customer Center. If the solution cannot be found, a service call ticket can be opened via phone or e-mail. Teradactyl is known for its exceptional support and we will be happy to work with you to resolve the issue. All support requests are processed directly by Teradactyl employees who are located in the United States of America.

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