

No Worries

With V-care 24x7
Support Package



The SANRAD V-Care support package provides 24x7 technical support, next business day shipment of spare parts, web & e-mail support, and more.



V-care covers the entire SANRAD solution including your V-Switch, V-STOR, and StoragePro software.



SANRAD V-Care is available on an annual or multi-year subscription basis.

V-Care Support Package

Standard Support Package

- **V-Care 24x7 Global Hotline** provides unlimited 24-hour phone support with senior SANRAD technical support engineers. The hotline features a 24x7 call center that connects customers directly to our support team.
- **V-Care advanced RMA** - Next business day shipment of a replacement V-Switch
- **V-Care customers** receive next business day on site support for V-STOR RAID components, with an optional 24x7 on site service also available.
- Remote Troubleshooting - SANRAD technical support engineers will diagnose your V-Switch while it is in the field by establishing a remote session.
- **Firmware and Management Software Updates** - V-care customers receive firmware and management updates that include the latest features and functionality.
- Access to technical documents in the knowledgebase is available online.
- **V-Care Email Support** provides free 24x7 technical email services.

Onsite Consignment Spares Program

- **V-Care customers** that wish to maintain a spare V-Switch at each production site may also join the Onsite Consignment Spares Program (for an additional charge). SANRAD will provide members of the program with a spare covered site. The spare V-Switch is to be used only to replace an operational V-Switch upon failure or RMA.

Multi-Year V-Care Option

- Ask about our multi-year V-Care service contract at a discounted price.



Contact SANRAD Support at
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