



# Support for StorageTek SL150 tape library

**Hotline**  
06134 25722-0

Parts Only	5x9xNBD	5x9x4	7x24x4
<b>Main service period</b>			
On call: weekdays from 08:00 AM to 05:00 PM Repair period: weekdays from 08:00 AM to 05:00 PM	On call: weekdays from 08:00 AM to 05:00 PM Repair period: weekdays from 08:00 AM to 05:00 PM	On call: weekdays from 08:00 AM to 05:00 PM Repair period: weekdays from 08:00 AM to 05:00 PM	On call: 7 x 24, including all holidays Repair period: 7x24 including all holidays
<b>Response time</b>			
Response by phone: within 4 hours – supported by remote support tool. If there is a clear defect in a FRU part (e. g. drive/disk/power supply), the spare part will be delivered on the next working day including return receipt. In the event of a malfunction in the system or an inconclusive fault, the on-site intervention takes place at the latest on the next working day after the damage report.	Response by phone: within 4 hours - supported by remote support tool. Response on site technician: NBD, upon determination of hardware failure.	Response by phone: within 1 hour - supported by remote support tool Response on site technician: 4 hours, upon determination of a hardware failure	Response by phone: at time of call to begin diagnosis Response on site technician: 4 hours, upon determination of a hardware failure
<b>Service description</b>			
Hardware support outside manufacturer's warranty. Free spare parts and repair, as well as free (equivalent) replacement device for the duration of the repair. It must be ensured that repair work can be carried out during the repair period mentioned above. Support includes all parts, labour and travel expenses.	Hardware support outside manufacturer's warranty. Free spare parts and repair, as well as free (equivalent) replacement device for the duration of the repair. It must be ensured that repair work can also be carried out outside normal business hours. Support includes all parts, labour and travel expenses.	Hardware support outside manufacturer's warranty. Free spare parts and repair, as well as free (equivalent) replacement device for the duration of the repair. It must be ensured that repair work can also be carried out outside normal business hours. Support includes all parts, labour and travel expenses.	Hardware support outside manufacturer's warranty. Free spare parts and repair, as well as free (equivalent) replacement device for the duration of the repair. It must be ensured that repair work can also be carried out outside normal business hours. Support includes all parts, labour and travel expenses.
<b>Comment</b>			
Please send us the complete configuration/file of the system incl. serial number. In addition, we may carry out a technical inspection immediately after the order has been placed (by telephone or on site) in order to ensure that we have the required spare parts in stock. The services offered are exclusively hardware replacement and support services, without any software licenses and provision of firmware/updates. Only systems that are in a technically perfect condition and installed at a suitable operating location can be included in a repair contract.	Please send us the complete configuration/file of the system incl. serial number. In addition, we may carry out a technical inspection immediately after the order has been placed (by telephone or on site) in order to ensure that we have the required spare parts in stock. The services offered are exclusively hardware replacement and support services, without any software licenses and provision of firmware/updates. Only systems that are in a technically perfect condition and installed at a suitable operating location can be included in a repair contract.	Please send us the complete configuration/file of the system incl. serial number. In addition, we may carry out a technical inspection immediately after the order has been placed (by telephone or on site) in order to ensure that we have the required spare parts in stock. The services offered are exclusively hardware replacement and support services, without any software licenses and provision of firmware/updates. Only systems that are in a technically perfect condition and installed at a suitable operating location can be included in a repair contract.	Please send us the complete configuration/file of the system incl. serial number. In addition, we may carry out a technical inspection immediately after the order has been placed (by telephone or on site) in order to ensure that we have the required spare parts in stock. The services offered are exclusively hardware replacement and support services, without any software licenses and provision of firmware/updates. Only systems that are in a technically perfect condition and installed at a suitable operating location can be included in a repair contract.



	NBD on site 5x9	4h on site 5x9	4h on site 24x7	NBD parts only	
<b>Austria</b>	yes	yes	yes	yes	
<b>Belgium</b>	yes	yes	yes	yes	
<b>Czech Republic</b>	yes		request	yes	4 hr support available in Prague area
<b>England</b>	yes	yes	yes	yes	Islands are not included in the coverage
<b>Northern Ireland</b>	yes	request	request	yes	
<b>Scotland</b>	yes	request	request	yes	Islands are not included in the coverage
<b>Wales</b>	yes	request	request	yes	
<b>France</b>	yes	yes	yes	yes	4 hr support may be limited in some areas. Islands are not included in the coverage in general, however they can be available on a T&M basis. Please contact us for details.
<b>Germany</b>	yes	yes	yes	yes	
<b>Italy</b>	yes	yes	request	yes	4 hr support available within 80 km radius from Milan and Rome
<b>Luxembourg</b>	yes	yes	yes	yes	
<b>Netherlands</b>	yes	yes	yes	yes	
<b>Poland</b>	yes	yes	request	yes	Within 100 km radius from major cities: Poznan, Katowice, Wroclaw, Warszawa. Other cities may be available upon request. 4hr available within 100km from Warsaw.
<b>Portugal</b>	yes		request	yes	4 hr support available upon request
<b>Spain</b>	yes	yes	request	yes	Islands are not included in the coverage, for Madrid & Barcelona 4 hr SLA is available, other cities may be available on request
<b>Switzerland</b>	yes	yes	yes	yes	