



“ For over a decade Coolspirit have been supplying the UK’s top organisations with storage products and solutions so be assured we will meet your requirements head on.

It’s all about getting things right first time, quickly and simply! ”

**Damon Robertson**  
Coolspirit Ltd

**Our address**

24 The Bridge Business Centre  
Beresford Way  
Chesterfield  
S41 9FG

**Get in touch**

Call us on: 01246 454222  
Email us: [web@coolspirit.co.uk](mailto:web@coolspirit.co.uk)  
Find us: [View location map](#)  
Web: [www.coolspirit.co.uk](http://www.coolspirit.co.uk)

**Office hours**

mon - thurs 8:30am - 5:30pm  
fri 8:30am - 5pm  
sat - sun Closed

“ Boost your storage buying power...  
use ours! ”



# Crossroads Support and Maintenance Options

## Overview

Crossroads is committed to providing you with the best possible customer support and maintenance for your Crossroads products. Our maintenance offerings provide a year of coverage to ensure you get the maximum performance and reliability from your Crossroads products. Our highly trained and experienced staff addresses product issues in a timely and efficient manner, supporting end-users with a comprehensive suite of available support options.

In order to provide flexibility with our support offerings, Crossroads has created "Standard" and "Premium" support packages providing bundled support services for typical or critical business needs, respectively.

The support packages are valid from the day of installation on. Those packages are now described below:

### Standard Maintenance Package (Advance Exchange)

- Helpdesk: Monday-Friday 8:00 a.m. to 5:00 p.m. CET (excl. public German holidays)
- 1st and 2nd Level Support is included
- Last call: 2 p.m. CET
- Advanced Replacement: Ship out arrangement within two business days, with lead time within 1-5 business days (drop and pickup process included)

### Premium Maintenance Package (Advance Exchange)

- Helpdesk: 24 hours per day, 7 days per week
- 1st and 2nd Level Support is included
- Last call: 2 p.m. CET (mo-fr); for all calls after 2 p.m. CET Fridays, shipping will be on the following Monday (German time, excl. public & local German holidays)
- Advanced Replacement: Ship out arrangement within one business day, with lead time within next business day (drop and pickup process included) within European Union, others depending on customs

### Standard Maintenance Onsite Package

- Helpdesk: Monday-Friday 8:00 a.m. to 5:00 p.m. CET (excl. public German holidays)
- 1st and 2nd Level Support is included
- Last call: 2 p.m. CET
- Response per Phone: 4 hrs.
- Response Onsite Technician: Next business day (excl. public & local holidays)

### Premium Maintenance Onsite Package

- Helpdesk: 24 hours per day, 7 days per week
- 1st and 2nd Level Support is included
- Response per Phone: at time of call
- Response Onsite Technician: 4 hours, upon determination of a hardware failure
- All holidays are included

### Standard Support Package for FileStor-HSM

- Helpdesk: Monday - Friday 8:00 a.m. to 5:00 p.m. CET (excluding public German holidays)
- Response per phone: within 4 hrs. to begin diagnosis

### Premium Support Package for FileStor-HSM

- Helpdesk: 24 hrs. per day, 7 days per week
- Response per phone: within 4 hrs. to begin diagnosis
- Trouble shooting only during standard business days and hours (Monday - Friday 8:00 a.m. to 5:00 p.m. CET, excluding public German holidays)

## Router

The Standard Maintenance Package is valid for Crossroads routers (built in - that means in Crossroads products like for example the SPHiNX VTL - and as standalone product).

## Help Desk Support

Help Desk Support coverage is delivered by Crossroads support specialists via phone and/or email. Support activities include installation and configuration support, troubleshooting, and issue resolution.

## Advanced Hardware Exchange

Once Crossroads Help Desk has diagnosed a hardware problem, an advanced exchange unit will be provided according to the terms of your maintenance agreement. An advanced exchange unit will be shipped in accordance with the maintenance package. Upon receipt, Crossroads Help Desk will be available to you by phone or email to successfully replace the unit with minimal downtime. Defective units must be ready for pickup within 5 days (shipping free of cost for customer) in order to avoid financial penalties.

## Online Software Updates/Upgrades and Technical Information

Product registration enables you to login to Crossroads' Support web site anytime to view important information on your registered product(s), download available software updates/upgrades and access other technical documentation during your maintenance period.

To login visit: <https://register.crossroads.com/access/login.asp>

To navigate from [www.crossroads.com](http://www.crossroads.com), select the Support tab, then select Product Registration from the drop-down list. This information will be made available upon login to the product registration site.

## Annually Renewable

By registering, Crossroads can help you maintain optimal and reliable performance of your products. Crossroads will then notify you of any available software updates/upgrades and prompt you to renew your maintenance agreement, thus ensuring uninterrupted maintenance coverage.

## Out-of-Maintenance Repair

Optional out-of-maintenance repair is available for your hardware and software that is no longer covered by a maintenance package. Out-of-maintenance repair is chargeable on a per-incident basis. Hardware repair requires return the product to the Crossroads factory.

## Maintenance Exclusions

Maintenance does not include relocation installation; failures due to end-user negligence, abuse, misuse, external causes or deliberate damage; or non-Crossroads branded equipment.

## We Are Here to Help

Whenever you purchase a Crossroads product from one of our authorized resellers, value added resellers (VARs) or through one of our distribution partners, you'll get a superior product plus Crossroads commitment for long term product support and maintenance.