

Warranty and Maintenance FAQ

Frequently Answered Questions



Question: Why should I care about warranty?

Answer: If you've made the investment in ClearCube equipment, you should enjoy many years of use while experiencing very low failure rates. As any manufacturer will attest, however, equipment does fail and replacement costs can be significant. In addition, lost productivity can be very expensive to an organization. Warranty helps mitigate these costs.

Question: When does the warranty period begin?

Answer: Since our order terms are FOB origin, the warranty clock starts once the product is shipped.

Question: What does warranty service include?

Answer: ClearCube's standard warranty provides advance replacement service (CONUS). Rather than wait for product to be returned to factory, repaired, and shipped back possibly weeks later as is the case with other manufacturers, ClearCube customers are sent replacement products immediately after notifying ClearCube technical services. This allows a much faster return-to-service to minimize lost productivity.

Question: What are the warranty service levels?

Answer: Standard service provides customer response within 2 hours during normal business hours (9am-5pm CST). Replacement products are typically delivered within 96 business hours from domestic US submissions. For customers requiring faster response and service, we offer premium support that provides 24x7 responses, expedited replacement shipping, and senior level support professionals.

Question: What are my options to reach someone in support?

Answer: 1) via the ClearCube website under the support heading, 2) an email to support@clearcube.com or 3) calling the toll free support line at 866-652-3400. A 24x7 number is provided for our premium support customers.

Question: How long can I warranty my equipment?

Answer: One year of warranty is included with your product purchase. Up to three years of coverage is available for an additional charge. Depending upon our support schedule and replacement inventory, we may be able to offer a fourth and even fifth year of coverage. ClearCube stocks sufficient parts for customers whose products are covered under extended warranty. If extended warranty is not purchased, there may not be parts available in inventory for continued support.

Question: How much does warranty cost?

Answer: Costs are not a fixed percentage of sales price. They scale depending upon the age of equipment and failure rate trends. Premium 24x7 support is approximately 50% more than standard support. Contact your Account Executive or Darryl Grimm at darryl.grimm@clearcube.com for price details.

Question: What happens if my warranty lapses and I want to renew it?

Answer: In some cases we can renew an expired warranty; however, lapse, reinstatement, or professional services audit fees can apply, depending upon how long the equipment was expired and whether the equipment can be supported for the renewal period.

Question: Does warranty include product training?

Answer: No, a range of training services are available both at ClearCube offices as well as your facility. These trainings can be broad and introductory in nature or very detailed and tailored to customer needs. Your Account Executive can provide more information.

Question: What happens if my failed product model is no longer supported?

Answer: If the product is under an extended warranty, ClearCube will replace the failed unit with an equivalent or better model.

Question: What kind of support is offered for Sentral Software?

Answer: Software maintenance is offered for customers utilizing the Sentral Management Suite. The service entitles customers to the latest releases-major, minor, and fixes. Annual software maintenance costs run about 20% vs the products purchase price.

Question: With software maintenance, how can I receive a new release?

Answer: Most customers prefer to download new releases via a secure FTP site. If requested, new releases on CD can also be sent via mail. Contact ClearCube Support for secure download instructions.

Question: Is support offered for those outside of the domestic US?

Answer: The same warranty and maintenance offerings are available; however, equipment replacement times are extended and standard support hours are still managed from 9am-5pm CDT. Many of our international customers also receive support from their regional partners.

Question: What happens if I cannot return my hard drive from a failed blade for security reasons?

Answer: No problem. A variation of warranty service is offered that allows for hard drive replacement without exchange. Just let us know before purchase if this is required.

Question: I want to renew warranty/maintenance for a different timeframe than one year. How is this handled?

Answer: Again, not a problem. Charges are pro-rated to match the renewal term and staggered expiration dates can be aligned to a common expiration date if preferred.

Question: What do I need to do to replace my failed product?

Answer: Visit the ClearCube website, go to the Support heading and click on RMA submission. Complete the RMA form. Support will then validate ownership, check warranty status, and prepare replacement equipment for shipment. Return instructions will be sent to return the failed equipment.

Question: How capable are support professionals to address issues?

Answer: Support staff has extensive domain expertise on our solution. In addition, they are trained and often certified in leading virtualization protocols and other industry platforms. Our approach is to work closely with you to resolve any ClearCube equipment related problem, including partnering with your other suppliers to manage the problem to remediation.