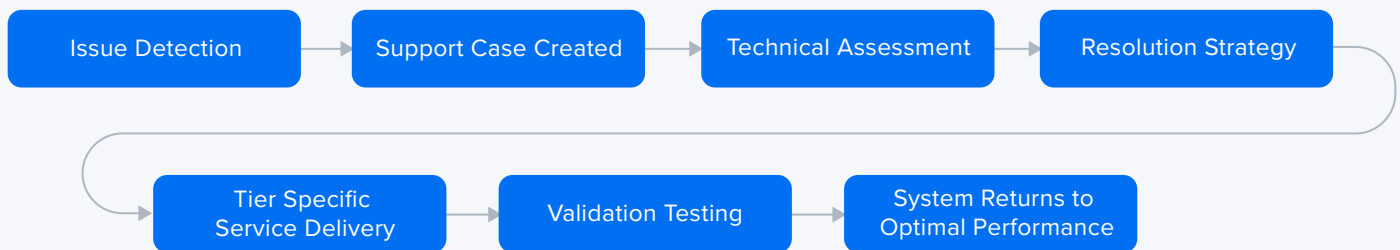


Safeguarding Your Technology Investment

Through ExxactCare™ warranty services, Exxact's technical experts provide tailored support to protect and maintain your computing infrastructure. Using refined service level agreements (SLAs) and industry best practices, we keep your systems running at peak performance and maximize their longevity, allowing you to focus on driving innovation.

We enhance business continuity by minimizing downtime, resolving technical issues quickly, and providing support that matches your operational needs and budget. Our three-tiered warranty structure protects your technology investment while giving you the flexibility to choose the right coverage level.

ExxactCare Warranty Flow



ExxactCare

Essential Protection for Standard Deployments

- Standard 3-year warranty coverage
- Hardware repairs and replacements
- Basic depot service (ship-after-return model)
- Remote diagnostics & troubleshooting
- Phone and email technical support
- Component failure resolution
- Performance testing and validation

ExxactCare+

Enhanced Protection for Business-Critical Systems

- All features of ExxactCare
- Advance replacement (parts shipped before return)
- Priority technical support queue
- Extended support hours
- Proactive maintenance recommendations
- Video support options
- Configuration assistance
- Comprehensive system diagnostics

ExxactCare++

Premium Protection for Mission Critical Systems

- All features of ExxactCare+
- On-site support with next business day response
- Senior technical engineers with specialized knowledge
- Comprehensive system diagnostics and testing
- Expedited parts delivery
- Detailed documentation of service performed
- Technician remains on-site until system is operational
- Dedicated technical account manager



Why Choose ExxactCare?



Tailored Protection

Select the warranty tier that aligns with your system's criticality and budget constraints.



Technical Expertise

Leverage Exxact's specialized engineers who understand the complexities in high-performance computing environments.



Predictable Support

Clear service level agreements ensure you know exactly what to expect when support is needed



Business Continuity

Minimize downtime with rapid response times and efficient problem resolution processes



Investment Protection

Extend the lifespan of your technology investments through proper maintenance and expert support.

Customizable, Like our Platforms

ExxactCare addresses your needs in a configurable way, just like our configurable hardware platforms. Take advantage of our ExxactCare tiers with options to add or extend your full support.

****Defective Media Retention (DMR)**** for complete control of sensitive data:

- Keep failed storage drives for security/compliance purposes
- Available as an add-on for all warranty tiers
- Eliminates data security concerns during service events

****Warranty Extensions**** for beyond the initial 3-year period:

- 1-2 year extension options available for all tiers
- Customized pricing based on system age and condition
- Seamless continuation of your selected coverage level

Exxact delivers the ideal computing infrastructure tailored for your accelerating research and business needs. With ExxactCare warranty services, protect your hardware investment with the exact level of support your organization requires. Contact us today for more information:



Contact Us

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