

Recovery-Series Pledge

Our Pledge: Free Hardware Forever

Unitrends Innovative Hardware Replacement

Our innovative Pledge program means that simply by purchasing a 3 or 5 year support contract, you are eligible to receive a free replacement appliance after year 3.

Counteract aging hardware and keep pace with new technology. With rapidly increasing technology performance and increasing demands for instant access and “always on” business continuity, IT professionals can find their hardware has a shelf life. Unitrends Pledge gives your organization the opportunity to keep pace with new technology, offering easy access to functional enhancements and hardware improvements new to the Recovery-Series appliance since your original purchase.

Hardware that's forever young. With Pledge, answer business continuity demands and maintain access to a support team that consistently achieves a 98% customer satisfaction rating. Continually renew your support agreement in 3-year intervals and be eligible to receive free replacement hardware forever.

PLEDGE

Pledge is included free with purchase of a Recovery-Series appliance with a 3 year or greater support contract.

- At any time after year 3, you may request a free replacement equivalent appliance from Unitrends, provided your support contract is still active.
- You return the old appliance to Unitrends at no cost—we cover return shipping.

PURCHASE



WITH **3 OR 5 YEAR**
SUPPORT CONTRACT

RECEIVE



BRAND NEW HARDWARE

AFTER 3 YEARS



200 Wheeler Road, Burlington, MA 01803



Pledge Datasheet
PART # DS-1013-ENG-G
www.unitrends.com

Frequently Asked Questions (FAQs) About Pledge

1. Who is eligible for a Pledge renewal?

Any Recovery-Series physical appliance customer who purchases a 3 year or greater Recovery-Series package (including bundles).**

2. What do I need to do to receive a new appliance?

For 3 year contracts: Renew the support contract by the 36th month after purchase, then request a new appliance from Unitrends. The appliance will ship after the 36th month completes.

For 5 year contracts: Request a new appliance from Unitrends in month 37 or later. No renewals are required at this time. To be eligible for a second new replacement appliance, renew before month 60 for a minimum of 1 year.

3. When is the earliest I can request a new appliance?

In the 37th month after the initial appliance purchase.

4. What are the characteristics of the new appliance provided to customers in the Pledge program?

At minimum, you are entitled to a new appliance that has equivalent or greater backup capacity.

Over 36 months, given past trends, you can typically expect to receive up to a 50% increase in backup capacity with equal or greater functionality compared to your existing appliance.***

5. What do I do with my old appliance?

At the time of renewal, you'll receive instructions on how to return the older appliance to Unitrends at no cost to you.

Footnotes

*Provided your support contract is still active. Replacement appliances cannot be requested after a support contract is expired.

**Applies to purchase after May 15, 2014.

***Past trends are not a guarantee of future trends. Backup capacity is the size of the logical backup and the amount of retention that a customer wants to achieve (via Recovery Point Objectives [RPO]). Backup capacity is different than raw or maximum storage and takes into account the actual logical backup usage over time.

About Unitrends

Unitrends delivers award-winning business recovery solutions for any IT environment. The company's portfolio of virtual, physical and cloud solutions provides adaptive protection for organizations globally. To address the complexities facing today's modern data center, Unitrends delivers end-to-end protection and instant recovery of all virtual and physical assets as well as automated disaster recovery testing built for virtualization. With the industry's lowest total cost of ownership, Unitrends' offerings are backed by a customer support team that consistently achieves a 98 percent satisfaction rating. Visit www.unitrends.com.

Ready to see Unitrends in action? Watch us crash a server and restore it:
www.unitrends.com/product-demo



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