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Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.





State of West Virginia Solicitation Response

Proc Folder: 1682980

Solicitation Description: Dell Powerstore 500t or Equal

Proc Type: Central Purchase Order

 Solicitation Closes
 Solicitation Response
 Version

 2025-06-03 13:30
 SR 1400 ESR06032500000007434
 1

VENDOR

VS0000022620 COMPUGOV INC

Solicitation Number: CRFQ 1400 AGR2500000022

Total Bid: 43306.25 **Response Date:** 2025-06-03 **Response Time:** 12:23:08

Comments:

FOR INFORMATION CONTACT THE BUYER

Larry D McDonnell 304-558-2063 larry.d.mcdonnell@wv.gov

Vendor Signature X

FEIN# DATE

All offers subject to all terms and conditions contained in this solicitation

 Date Printed:
 Jun 4, 2025
 Page: 1
 FORM ID: WV-PRC-SR-001 2020/05

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Dell Powerstore 500t or Equal	1.00000	EA	43306.250000	43306.25

Comm Code	Manufacturer	Specification	Model #	
43210000				

Commodity Line Comments: See attached quote for equivalent storage system by Infortrend.

Extended Description:

Please see 3.1.1 in Specifications

See attached documentation for further details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Dell Pro Support 24/7 ProSupport or equal	1.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #	
43210000				

Commodity Line Comments: See attached quote for equivalent storage system by Infortrend. Included in Line Number 1.

Extended Description:

Please see section 3.1.1.11 in Specifications See attached documentation for further details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Dell Pro Support Next Business Day on-site	1.00000	EA	0.000000	0.00
	service or Equal				

Comm Code	Manufacturer	Specification	Model #	
43210000				

Commodity Line Comments: See attached quote for equivalent storage system by Infortrend. Included in Line Number 1.

Extended Description:

Please see 3.1.1.12 in Specifications

See attached documentation for further details.

Date Printed: Jun 4, 2025 Page: 2 FORM ID: WV-PRC-SR-001 2020/05



Quotation

DATE 6/3/2025 **Quote #** WH1635 *Valid Until:* 7/3/2025 *Account Rep:* Wayne Hwang
<u>wayne@compugov.com</u>

CompuGov 10 Peppertree Aliso Viejo, CA 92656 Phone (949) 204-0886

CompuGov is a SBA Certified Small Disadvantaged Business (SDB)

Customer: Fed Tax ID: 26-2001071

Larry D McDonnell

State of West Virginia

DUNS: 962404500

Cage Code: 868R0

Purchasing Division SAM Unique Entity ID: KPTHL6ASXP47 2019 Washington Street East CA Small Business Certification: 1327880

Charleston, WV 25305-0130

304-558-2063

larry.d.mcdonnell@wv.gov

Version	Quote for RFQ #:	FOB	Terms	Delivery
1	SR-1400-ESR06032500000007433	Dest.	Net 30	60 Days ARO

Part Number	DESCRIPTION	Qty	Price	AMOUNT
			-	
System	Infortrend EonStor GS 4024UR 2U/24bay NVMe All-Flash cloud-integrated unified storage array, supports NAS, SAN, object protocol and cloud gateway			
Controllers	Dual redundant controller subsystem including 4x host board slots			
Controllers	Dual redundant controller subsystem including 4x host board slots			
Expansion Ports	4x JBOF expansion ports			
CPU	Intel® Xeon® D 6-Core			
Cache Memory	192GB (6x32GB) memory			
Power Supply / Fan Modules	2x Power Supply+Fan module			
SuperCap / Flash	2x Super capacitor + fl ash module			
Host Boards	2x EonStor host board with 4 x 25Gb/s Ethernet ports (SFP28), type 2			
Drives	16x 3.84TB U.3 NVMe SSD, PCle Gen4 Enterprise SSD, 1 DWPD			
Transceivers	8x 25GbE SFP28 optical transceiver, LC, wave-length 850nm, multi-mode			
Standard Warranty	3-year limited hardware warranty and 8 x 5 phone, web, and email support			
Warranty Extension	2-Year Warranty Extension limited hardware warranty and 8 x 5 phone, web, and email support			
Warranty Upgrade	Advanced service: Phone, web, and email support + onsite diagnostics on the next business day			
TOTAL	Infortrend EonStor GS 4024UR 2U/24bay NVMe All-Flash cloud-integrated unified storage array - Fully Configured and Tested - TAA Compliant, Assembled in USA	1	43,306.25	43,306.25
	Proposed solution is equal to Dell Powerstore 500t			
	Spec Sheet is attached			

	FREE Shipping is included		
CompuGov is a Small Disa		SUBTOTAL	\$ 43,306.25
Ordering/Remit to address CompuGov	s:	TAX RATE	0.00%
10 Peppertree Aliso Viejo, CA 92656		SALES TAX	-

Please carefully check your order upon delivery. CompuGov can only accept RMAs without restocking fee for order errors, and only for 30 days after delivery.

RMA's for reasons of customer choice must be approved before returns are accepted, and may be subject to a minimum 25% restocking fee.



Highlights

Extreme Performance

- Up to 1.3M end-to-end IOPS to accelerate storage operations
- Massive sequential throughput of up to 50GB/s

Cost-Effective Storage

- U.2 NVMe SSD to deliver better performance at lower costs
- QLC SSD support for higher capacity at reduced costs
- Automated storage tiering to fully utilize SSD and HDD

Flexible Scalability

 Scale-out and scale-up expansions to easily expand performance and capacity to more than 70PB

Easy to Use and Manage

- Single namespace for easier data access
- Auto-balancing to reduce the burden of storage management for IT staff

Nondisruptive Operations

 HA service ensures non-stop operations with a near-zero RTO (recovery time objective) by deploying two storage devices to provide services from two separate sites.

Introduction

EonStor GS U.2 NVMe hybrid flash storage is a high performance storage solution for enterprises. Equipped with U.2 NVMe SSD, it provides higher IOPS and throughput and is more cost-effective. GS U.2 is a unified storage that supports both SAN and NAS services. With block-level and file-level scale-out support, it can linearly increase performance and capacity. Complete data protection allows IT staff to focus on higher value projects. It is a perfect fit for such applications as AI, HPC, M&E, virtualization, and database.

End-to-End High Performance with U.2 NVMe SSD

The most high-end model, GS 5000U, features 200GbE connectivity with RDMA and NVMe over Fabrics (NVMe-oF), achieving up to 50GB/s read throughput and 1.3M IOPS on a single appliance.

Cost-Effectiveness and High Storage Efficiency

U.2 NVMe SSD is becoming mainstream in the market as it combines the advantages of SAS and SATA SSDs, allowing enterprises to enjoy higher performance at a competitive price.

With significant improvement in performance and durability in recent years, quad-level cell (QLC) SSDs have become a compelling option for applications requiring high capacity and flash-level performance. QLC SSDs offer 33% more storage capacity per cell compared to triple-level cell (TLC) SSDs, all while costing less. EonStor GS U.2 NVMe storage supports QLC SSDs to provide greater flexibility, catering to a wide range of enterprise applications and requirements.

EonStor GS U.2 NVMe storage supports hybrid storage, and with automated storage tiering, the storage system can automatically leverage the high throughput and low latency of U.2 NVMe SSDs for frequently accessed data, while using HDDs on expansion enclosures as data backup media, thereby boosting system performance at a reduced total cost of ownership.

The storage solution also comes with data compression and offline deduplication, which reduces the storage capacity required and thus saves storage costs. The compression feature greatly reduces the data size and the transfer time. To deal with repeated files saved by manual backups or archiving, offline deduplication helps you automatically remove duplicate data from an appliance or a cluster to free up storage space.



Flexible Scalability with Scale-out and Scale-up

Through scale-out expansion, you can linearly increase performance and capacity for both block-level and file-level environments. When one storage appliance is no longer able to provide enough performance or capacity, you can simply add more appliances to form a cluster—with a maximum of 4 appliances.

Through scale-up expansion, each storage appliance can be connected to JBOD expansion enclosures to add up to 896 drives. Together with scale-out expansion, EonStor GS U.2 NVMe storage supports more than 3000 drives in total.

Easy Data Access for Users and Simple IT Management

Users can access shared folders in a single root directory under a single namespace, without having to worry about where the data is stored. Auto-balancing is also supported to achieve load balancing, which relieves the burden of manual planning and configuration for IT personnel.

Smart Management of SSD

EonStor GS U.2 NVMe storage uses an intelligent algorithm to handle data writes and optimize SSD usage. The algorithm not only extends SSD lifespan by reducing the total amount of writes on an SSD but also prevents multiple SSDs from failing at the time and causing data loss. Moreover, as EonStor GS U.2 NVMe storage monitors SSD status in real time, it estimates the remaining lifespan of each SSD and sends the administrator a reminder to replace the SSD that is about to fail.

Complete Data Protection and Backup

EonStor GS U.2 NVMe offers various data protection mechanisms to guarantee data safety. First, Infortrend's unique RAID technology ensures your data remains intact even in case of a drive failure. With snapshot, a flexible backup tool, you can back up local resources on a storage system by schedule, including volumes and shared folders, and roll back to a previous version when needed. For further protection, you can back up data to a remote GS appliance using the remote replication feature, or to a public cloud with EonCloud Gateway.

Immutable object storage, another crucial feature for data protection, safeguards data against ransomware attacks. It retains data with WORM (write once read many) storage protection, where data gets "locked" and therefore cannot be modified, deleted, overwritten, or even encrypted by ransomware. By setting a retention period, you can easily follow government compliance requirements or company policies on data retention.

For companies requiring an easy-to-use and reliable storage solution for file backup, EonStor GS U.2 NVMe storage can be utilized as a backup appliance, allowing you to leverage its backup server function to back up data from PC, file servers, and public cloud through a GUI interface. Additionally, you can set options such as a backup schedule and a retention period to best fit your needs.

New Level of High Availability

From power supplies, cooling fans, controllers, to host boards, the modular design of all these hardware components lowers maintenance complexity and provides fast, precise technical support and RMA services, keeping EonStor GS U.2 NVMe storage safe from any downtime to maintain nonstop services, increase productivity, and enhance competitiveness.

In addition, EonStor GS U.2 NVMe storage offers HA service to deliver continuous availability with a near-zero RTO (recovery time objective) and a zero RPO (recovery point objective). With two storage devices deployed at near sites, the HA service provides block-level active-active storage and file-level active-passive storage for business-critical applications that have an extremely low tolerance for downtime. Featuring synchronous remote replication and auto-failover, this solution ensures identical and complete copies of data are stored on both storage devices and avoids service downtime due to planned or unexpected events. Auto-failback is available in block-level HA service, allowing a storage device to resume services without switching manually.

Intuitive Management Software

GS U.2 NVMe storage adopts EonOne, a web-based management software tool, to assist customers in raising storage and service efficiency for increased productivity. With its intuitive interface design, IT administrators can easily manage a cluster and multiple appliances, monitor performance and capacity usage, and complete system configurations, all from one centralized interface.

Product Series			GS 2000U	GS 3000U	GS 3000UT	GS 4000U	GS 5000U
	2U 24-bay		GS 2024 UR	GS 3024 UR	GS 3024 URT	GS 4024 UR	GS 5024 URE
Form Factor 4U 48-bay		-	-	GS 3048 URT	GS 4048 UR	-	
			Note: U: NVMe storage	R: Dual redundant contr	l lers T : High performar	ice	
Controller					Dual redundant		
Cache Backup T	echnology			Su	ıper capacitor + flash mod	ule	
CDU			Intel® Xeon® D 2-Core	Intel® Xeon® D 4-Core	Intel® Xeon® D 4-Core	Intel® Xeon® D 6-Core	Intel® Xeon® Scalable
CPU				-			12-Core Default DDR5 128GB
Cache Memory			Default DDR4 16	GB, up to 128GB		3GB, up to 384GB	up to 1024GB
Supported Drive				2.5" U.2 NVMe	SSD (must be purchased	from infortrend)	
Max. Drive	Via Expansion En per Appliance				896		
Number	Via Scale-out with Series of Applianc per Cluster				3584		
Max. SSD Cach	e Pool (Block Level)				4TB		
Onboard 10GbE	Ports (SFP+)		0	4	0	0	0
Onboard 25GbE	Porte (SED20)		0	0	4	0	0
Officiald 25GbE	POILS (SFF20)		Note: All the ports must b	oe set to the same channe	el type (block-level or file-le	evel).	
Onboard JBOF I	Expansion Ports			GS	3024 URT : 4, GS 4024 U	₹: 4	
Host Board Slots	3		4	4	4	4	6
Host Board Options			• 16Gb/s FC x 4 • 32Gb/s FC x 2 • 32Gb/s FC x 4 • 10GbE (SFP+) x 2 • 25GbE (SFP28) x 2 • 25GbE (SFP28) x 4 • 12Gb/s SAS x 2		• 32Gb/s FC x 2 • 32Gb/s FC x 4 • 10GbE (SFP+ • 25GbE (SFP2: • 25GbE (SFP2: • 100GbE (QSFI • 100GbE (QSFI • 12Gb/s SAS x) x 2 3) x 2 8) x 4 P28) x 1, RDMA P28) x 2, RDMA	• 25GbE (SFP28) x4 • 100GbE (QSFP28) x RDMA • 100GbE (QSFP56) x RDMA • 200GbE (QSFP56) x RDMA
							• 12Gb/s SAS x 2
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Wite Pelicy Wite Entire or Wite Entire o	Max. Logical Drive Capacity		512TB					
Max. Pod Number	Stripe Size		16KB, 32KB, 64KB, 128KB, 256KB, 512KB, 1024KB (per logical drive)					
Max. Pool Number	<u> </u>		Write-back or write-through (per logical drive)					
Max. Volume Number 4096 Max. Reserved Tag Number 4096 Max. Reserved Tag Number 296 (ser Hoad-LIN connection) Max. Scist Initiations 832 Max. Hort Cornection Number 128 (ser FC) RAID Optimized Followed Day RAID 1, RAID 3, RAID 56F, RAID 90F, RAID 10, RAID 30, RAID 50, RAID 60 Block Level Followed Day RAID 1, RAID 3, RAID 56F, RAID 90F, RAID 10, RAID 30, RAID 50, RAID 60 Block Level Followed Day RAID 1, RAID 3, RAID 56F, RAID 90F, RAID 10, RAID 30, RAID 50, RAID 60 Block Level Followed Day RAID 1, RAID 3, RAID 56F, RAID 90F, RAID 10, RAID 30, RAID 50, RAID 60 Max. Raid Policy RESTIA API Max. Rumber of Day Raid Followed 2PB Max. Rumber of Rayer Chocks 1024 Max. Rumber of Exprec Lobs 1024 Max. Rumber of Cornections 2048 (NFSCIFSKFP) 11024 (FTF) Man. Rumber of Cornections 2048 (NFSCIFSKFP) 11024 (FTF) Man. Rumber of Cornections 2048 (NFSCIFSKFP) 11024 (FTF) <t< td=""><td>Max. Pool S</td><td>ize</td><td>2PB</td><td></td></t<>	Max. Pool S	ize	2PB					
Max. Note to the programment of	Max. Pool N	umber	30					
Max. Host LIN Mapping Number	Max. Volume	e Size	2PB					
Max. Reserved Tag Number 2566 (per Hoint-LUN connection)	Max. Volume	e Number	1024					
Max. Host Connection Number	Max. Host L	UN Mapping Number	4096					
Max	Max. Reserv	ved Tag Number	256 (per Host-LUN connection)					
RAID Options	Max. iSCSI I	Initiators	832					
File Level	Max. Host C	Connection Number	128 (per FC)					
Supported Protection Prot	RAID Option	ns	RAID 0, RAID 1, RAID 3, RAID 5/5F, RAID 6/6F,	RAID 10, RAID 30, RAID 50, RAID 60				
Protection Pro		File Level	CIFS/SMB (version 2.0/3.0), NFS (version 2/3/4).	, AFP (version 3.1.12), FTP/FXP (vsftp 2.3.4), WebDAV (httpd package 2.4.6)				
Number of User Accounts Display		Block Level	FC, iSCSI, SAS					
Max. Number of User Accounts Max. Number of Shared Folders Max. Number of Concurrent Rayno Processes Max. Number of Connections Mull-factor authentication login mechanism - Sibrage Resource Management of Interaction Will Median Number of Condense Active Directory (AD) and Linux LDAP - Storage Resource Management of Mull-factor Unit Interactor Storage Resource Management of Mull-factor Unit Interactor		Object Level	RESTful API					
File Level File Level Max. Number of Concurrent Rsync Processes Max. Number of Connections 2048 (NFS/CIFS/FFP) 255 (AFP) 44 Max. Number of Concurrent Rsync Processes Max. Number of Connections 2048 (NFS/CIFS/AFP) 1024 (FTP) - Veb-based Eon-One management software - User account management - Group management - Outoid management - Outoid management - Outoid management - Hots-swappable hardware modules - Hots-swappable hardwar		Max. File System Size	2PB					
Max. Number of Shared Folders 2048 (NFS/CIFS/FTP) 255 (AFP) 1024		Max. Number of User Accounts	20000					
Max. Number of Rsync Jobs 1024 Max. Number of Concurrent Rsync Processes Max. Number of Concurrent Pay Processes Multi-factor Pay Processes Max. Pay Processes Max. Number of Concurrent Pay Processes Multi-factor Pay Processes Multi-factor Pay Processes Multi-factor Pay Processes Max. Standard Interface for hypervisor management tapplications Cache safe technology Cache safe technology Cache safe technology Cache safe technology Max. Pulls Multi-factor Pay Processes Max. Standard Interface for hypervisor management paylications Cache safe technology Cach		Max. Number of User Groups	512	512				
Max. Number of Raync Jobs 1024 Max. Number of Concurrent Raync Processes 64 Max. Number of Concurrent Raync Processes 2048 (NFS/CIFS/AFP) 1024 (FTP) Web-based EonOne management software User account management 10	File Level	Max. Number of Shared Folders	2048 (NFS/CIFS/FTP) 255 (AFP)					
Rsync Processes Max. Number of Connections 2048 (NFS/CIFS/AFP) 1024 (FTP)		Max. Number of Rsync Jobs	1024					
Web-based EonOne management software User account management			64					
Vaser account management Storage Resource Management to analyze history of resource usage Group management Folder access control Sulfate management Folder		Max. Number of Connections	2048 (NFS/CIFS/AFP) 1024 (FTP)					
Availability and Reliability - Hot-swappable hardware modules - Device mapper - Antivirus - Trunk group - Inline compression - Offline deduplication Notification - Email - SNMP traps - Anti-virus - Backup Server - Backup Server - Docker - LDAP Server - LDAP Server - Mail Server - Nextcloud - Mote: For complete information about supported cloud providers, please refer to EonCloud Gateway webpage - https://www.infortrend.com/global/solutions/eoncloud - Microsoft Windows Server, Red Hat Enterprise Linux, SUSE Linux Enterprise, Sun Solaris, MacOS X, VMware	Managemer	nt	User account management Group management Folder management - folder access control Quota management	 Storage Resource Management to analyze history of resource usage Multi-factor authentication login mechanism File-level QoS (network traffic control) 				
Notification • Email • SNMP traps • Anti-virus • Project Server • Proxy Server • Proxy Server • Docker • LDAP Server • LDAP Server • Mail Server • Nextcloud Supported Cloud Services Note: For complete information about supported cloud providers, please refer to EonCloud Gateway webpage https://www.infortrend.com/global/solutions/eoncloud Microsoft Windows Server, Red Hat Enterprise Linux, SUSE Linux Enterprise, Sun Solaris, MacOS X, VMware	Availability a	and Reliability	Hot-swappable hardware modules Device mapper Antivirus	UPS WORM (file level only)				
Applications - Anti-virus - Backup Server - Docker - Docker - LDAP Server - LDAP Server - Mail Server - Mail Server - Nextcloud - Syslog Server - Web Server - Web Server - Web Server - Nextcloud - Web Server - Nextcloud - Web Server - Nextcloud, OpenStack, Baidu Cloud, Google Cloud, Tencent Cloud, Wasabi Cloud, etc. - Note: For complete information about supported cloud providers, please refer to EonCloud Gateway webpage - https://www.infortrend.com/global/solutions/eoncloud - Microsoft Windows Server, Red Hat Enterprise Linux, SUSE Linux Enterprise, Sun Solaris, MacOS X, VMware	Efficiency		Inline compression	Offline deduplication				
Applications - Backup Server - Docker - Docker - LDAP Server - Mail Server - Mail Server - Nextcloud - Syslog Server - VPN Server - Web Server - Web Server - Nextcloud - Supported Cloud Services - Syslog Server - VPN Server - Web Serve	Notification		• Email	SNMP traps				
Amazon S3, Microsoft Azure, Alibaba Cloud, OpenStack, Baidu Cloud, Google Cloud, Tencent Cloud, Wasabi Cloud, etc. Note: For complete information about supported cloud providers, please refer to EonCloud Gateway webpage https://www.infortrend.com/global/solutions/eoncloud Microsoft Windows Server, Red Hat Enterprise Linux, SUSE Linux Enterprise, Sun Solaris, MacOS X, VMware Supported OS	Applications		 Backup Server Docker LDAP Server Web Server Web Server 					
Microsoft Windows Server, Red Hat Enterprise Linux, SUSE Linux Enterprise, Sun Solaris, MacOS X, VMware Supported OS	Supported C	Cloud Services	Amazon S3, Microsoft Azure, Alibaba Cloud, OpenStack, Baidu Cloud, Google Cloud, Tencent Cloud, Wasabi Cloud, etc. Note: For complete information about supported cloud providers, please refer to EonCloud Gateway webpage					
	Supported C	ne						
	Supported C	JO.	Note: For supported OS versions, please refer to	the Compatibility Guide.				

Thin Drovici	oning	Block Level	Default	" lust in time" conseits all	location ontimized stars	utilization and aliminates allocated but unused aterase asses	
Thin Provision	oning		Delault			e utilization and eliminates allocated but unused storage space.	
		File Level	Optional	Snapshot images per fold	der: 1024		
	Snapshot	Block Level	Default	Snapshot images per so	urce volume: 64	Snapshot images per system: 128	
Local Replication		DIOCK Level	Optional	Snapshot images per so	urce volume: 256	Snapshot images per system: 4096	
	\/aluma Can	/Mirror	Default	Replication pairs per sou	rce volume: 4	Replication pairs per system: 16	
Volume Co		у/міггог	Optional	Replication pairs per sou	rce volume: 8	Replication pairs per system: 256	
		File Level	Default	Support Rsync with 128-	bit SSH encryption		
Remote				Replication pairs per sou	rce volume: 8	Replication pairs per system: 64	
Replication Block Level		Block Level	Optional	Note: The maximum number of replication pairs per source volume is 8, whether the asynchronous pairs, remote synchronous pairs, or local volume pairs			
Automated Storage Tiering Optio		Optional	Storage tiers per pool: 4				
			Default	Appliances per cluster: 1			
Scale-out		File Level Optional		Appliances per cluster: 4			
		Block Level	Default	Appliances per cluster: 4			
		File Level		Delivering continuous a	availability and eliminatir	ng downtime for mission-critical workloads that require non-stop	
HA Service		Block Level	Optional	Note: HA Service is not available on GS 2000U.			
		File Level	Optional			rmance for both read and write	
				Accelerating data access in random read-intensive environments (e.g. OLTP) Max. SSD number: 4			
0000				Recommended DIMM ca	apacity per controller for S	SD cache pool	
SSD Cache		Block Level	Optional	DRAM : 8GB	Max SSD cache pool s	ze : 0.5TB	
				DRAM : 16GB	Max SSD cache pool si	ize : 1TB	
				DRAM : 32GB	Max SSD cache pool si	ize : 2TB	
				DRAM : 64GB and up	GB and up Max SSD cache pool size : 4TB		

WARRANTY AND SERVICE		
Service and Support	Standard Service	3-year limited hardware warranty and 8 x 5 phone, web, and email support (batteries are covered under warranty for 2 years)
	Upgrade or Extension Options	Warranty extension: Standard service can be extended up to 5 years. The following services can be upgraded to 5 years. • Upgrade: Replacement part dispatch on the next business day • Advanced service: Phone, web, and email support + onsite diagnostics on the next business day • Premium service: Phone, web, and email support + onsite diagnostics within 4 hours
		Note: Options may vary by region. For more details, please contact our sales representatives.
	Technical Support	Get information on system installation and maintenance, download technical documents and software, or issue a support ticket
	Product Services	Register products, download firmware, apply for licensing services, create product repair tickets, or check product repair status

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