Support Procedures

At Secure Logiq, we believe that **a great product must be backed by exceptional support**—it's a fundamental part of our value proposition.

One question we often hear is:

"How can you compete with a global on-site warranty?"

The answer is simple: **our systems are built not to fail**. We design for resilience—with redundant disks and power supplies—so your server can continue operating even in the event of a hardware fault. Every appliance is stress-tested in-house before dispatch and, if required, we'll preload your VMS and licenses at no extra cost.

Warranty & Support at a Glance

- **3-Year Advance Replacement Warranty** on all products

- **5-Year Next Business Day On-Site Warranty** for Enterprise products (global)

- **Lifetime Telephone & Remote Support**

- **Same-day dispatch** of hot-swap components

- **Multilingual phone support** during UK business hours

Hot-Swap Redundancy Built In

The most common server failures are power supplies and hard drives. All Enterprise units feature:

- **Hot-swap dual redundant PSUs**

- **Hot-swap RAID5 disks (as standard)**

Our unique system architecture means **RAID rebuilds are faster** than competitors', with minimal impact on performance or system resources.

Efficient Remote Support

We resolve most issues quickly using **remote support tools**. With the appropriate permissions, we can even **rebuild machines remotely**. Every Secure Logiq device includes:

- **LogMeIn access** for engineers (yours and ours)

- **IPMI** for BIOS-level remote diagnostics—even without a functioning OS

Tip: We recommend keeping a 3G/4G dongle on hand for remote access at sites without WAN connectivity.

Getting Support: Step-by-Step

To ensure the best support experience, please follow these simple steps:

1. **Check the Stage 1 Troubleshooting Guide**
   This quick guide resolves over 90% of common issues. You can request it from your Secure Logiq representative or access it via our knowledge base.

2. **Contact the Support Team First**
   Tel: +44 (0) 20 3475 5743
   Email: support@securelogiq.com
   If you don't get a timely response, only then escalate to your Sales contact.

3. **Provide Key Details**
   o   Appliance serial number (located on the top or rear of the unit)
   o   Order number (if available)
   o   A clear description of the issue

4. **Remote Access = Faster Fix**
   Remote diagnostics significantly reduce the need for on-site visits and speed up resolution.

Replacement & Repairs

- If a **hot-swap component** fails, we'll ship a replacement **same business day**.

- If the unit needs replacing and the issue is confirmed, we'll dispatch an **advance replacement** (subject to courier cut-off times).

- During the **first 12 months**, replacements are brand new. After that, we may provide a service replacement of equal or better specification.

- **Custom units**: Advance replacements aren't available, but we'll send a temporary substitute where possible.

- **Warranty repairs** include parts and labour at no cost—unless the unit was damaged due to tampering, poor installation, or neglect.

Installation & Maintenance Best Practices

For optimal performance and reliability:

- Refer to our Server Installation Guide

- Refer to our Server Maintenance Guide

Early fault reporting is vital. For example, a failed fan may seem minor but could lead to critical overheating if left unresolved.

Looking Ahead

Thanks to our commitment to quality and testing, **critical failures are exceptionally rare**—we've had zero in the past four years.

We are continually improving our support and expanding globally. Future options may include:

- **24/7 support**

- **4-hour response times**

- **Routine remote health checks**

For full warranty details, visit: https://securelogiq.com/knowledge-bases/warranty/