Synology®

Synology Premium Support Guide

Synology Premium Support

Premium Support is Synology's enhanced support offering for users who require faster, more advanced assistance. It provides priority ticket handling, direct contact with senior support engineers, and 24/7 coverage to minimize downtime and resolve issues quickly.

The service includes advanced troubleshooting, remote sessions, and expedited hardware replacement for supported devices. Designed for critical environments, Premium Support ensures systems get the attention and expertise they need.

Coverage details

The details below specify how Premium Support is licensed, activated, and applied to eligible devices.

- **Device-specific licenses**

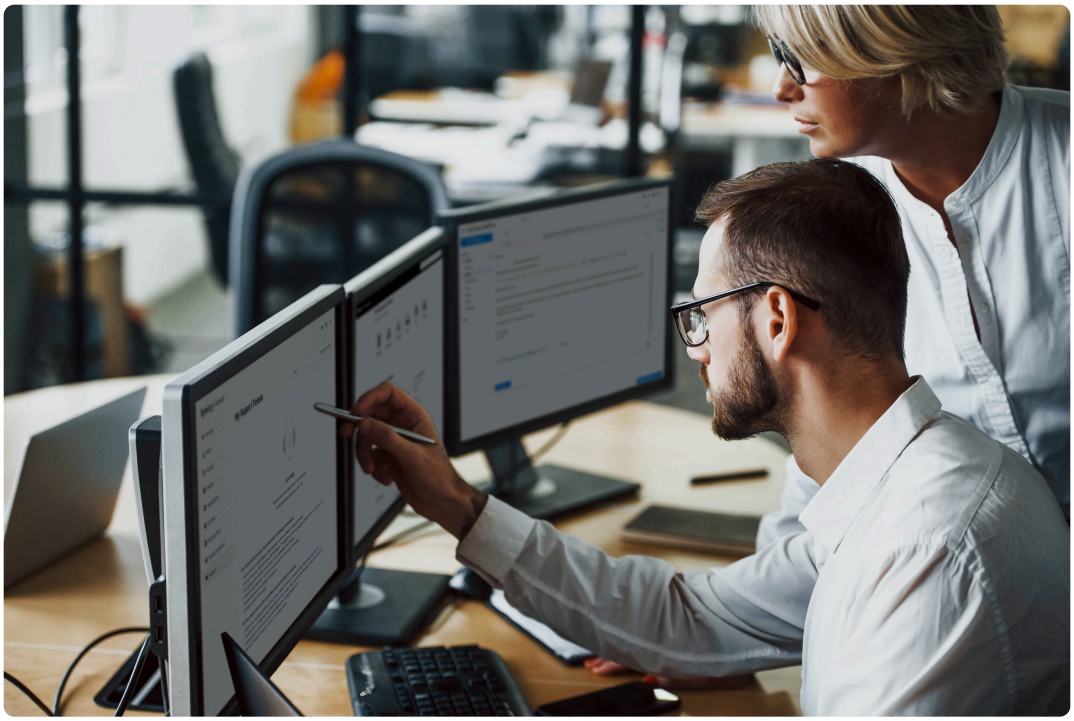
  Each Premium Support license is tied to a single Synology device. A separate license must be purchased and activated for every device requiring coverage.

- **License activation requirement**

  Support services only become available once the license has been properly registered and activated through the Synology Account portal. Unactivated licenses will not receive support.

- **Warranty-based hardware replacement services**

  Hardware-related services, including RMA and advanced replacement, are only available for devices that are still under their original warranty or enrolled in Extended Warranty Plus.



Premium Support services

The Premium Support plan offers enhanced services tailored for enterprise environments, delivering faster response times, expert-level support, and priority hardware handling.

Priority support

- All support tickets are placed in a priority queue for faster handling.
- Users receive a guaranteed response within 4 hours of ticket creation.
- Requests are handled directly by senior support engineers for quicker resolution.

Advanced troubleshooting and configuration

- Support includes guidance on configuring Synology NAS systems, focusing on storage setup, connectivity, and system-level settings.
- Users receive general direction and best practices for configuring core features like security and backup.
- Engineers provide proactive recommendations and best practices to prevent future issues.

Remote assistance

- Scheduled remote sessions are available to diagnose and resolve issues in real time.
- Support engineers can provide configuration guidance through screen sharing sessions.
- Remote access allows for fast and efficient troubleshooting, minimizing the need for back-and-forth communications.

Hardware management

- Advanced hardware replacement allows eligible users to receive a replacement unit before returning the original.
- RMA requests are handled with expedited shipping options, including next business day delivery where available.
- Synology manages the entire hardware replacement process to minimize downtime and disruption.

Premium Support services

The table below illustrates how Premium Support enhances and extends the capabilities of Synology's standard support services across key areas.

Support feature	Standard support	Premium Support
Initial ticket response	24-48 business hours	Within 4 hours
Ticket handling	Standard queue	Priority queue with senior support engineers
Availability	Business hours only	24/7, including weekends and holidays
Technical expertise	Front-line technical support specialists	Direct contact with senior support engineers
Remote support	Limited	Scheduled remote sessions with screen sharing
Hardware replacement	Standard RMA shipping (based on availability and region)	Next Business Day UPS Air (within continental U.S.)
Phone support	Availability may vary	Available after ticket submission
Online resources	Knowledge Center, SPOT webinars, compatibility lists	Same access as standard support
Purchase required	No	Yes (1-5 years per device)

Ticket submission and exclusions

How to submit a ticket

Premium Support requests must be submitted through a Synology Account to ensure proper handling and priority routing.

Steps to submit a ticket:

1. Go to account.synology.com and sign in.
2. Select the device covered under the Premium Support license.
3. Fill in the required fields:
   - Model name and serial number
   - Functionality (e.g., hardware, cloud services, security)
   - Issue type (e.g., setup, performance, malfunction)
   - Provide a brief issue summary
4. Click Next to proceed.
5. Synology will display suggested articles based on the issue. If these don't help, click Next again.
6. In the final step, describe the issue in detail, including:
   - Symptoms
   - Time of occurrence
   - Steps taken before the issue or how to reproduce it
   - Any error messages or screenshots
7. (Optional) Upload system logs or files to assist in diagnosis.
8. (Optional) Add additional email addresses to receive status updates.
9. Submit the ticket.

Exclusions

While Premium Support offers advanced services, certain items and scenarios are not covered under the plan.

The following are not included in Premium Support coverage:

- On-site engineer visits are not included unless arranged under a separate customized enterprise agreement.
- Data recovery services for failed drives or corrupted storage are not provided under this plan.
- Configuration services related to legal, regulatory, or compliance standards are excluded unless specifically contracted.
- Support is not available for third-party devices or software, including products not listed on the official compatibility list or developed outside of Synology.

Contact and coverage information

Support channels

Premium Support users gain expanded direct contact to Synology's senior support team through multiple prioritized channels.

Users receive the following access benefits:

- All submitted tickets are handled with priority to ensure faster response and resolution.
- Premium Support is available 24/7, including weekends and holidays, to accommodate enterprise needs.
- Support is provided every day of the week, from Monday through Sunday, ensuring continuous coverage.

Plan duration and coverage

Premium Support is available as a flexible add-on service based on the user's needs.

Each plan includes the following terms:

- Plans are available in durations ranging from 1 to 5 years, with each license covering one Synology device.
- Support applies only to the specific device registered under the active license.
- Users receive a notification 30 days before expiration to help ensure uninterrupted service.

Contact & escalation

Users can reach Synology Premium Support through designated channels for assistance and issue escalation.

Contact Synology for Premium Support inquiries and escalations:

- Via phone: (425)-296-3177
- Via portal: https://account.synology.com

Premium Support FAQ

Q: Where can Premium Support be purchased?

A: Premium Support is available through Synology's authorized resellers. To find a local partner, visit the Where to Buy page.

Q: Does Premium Support cover expansion units and their drives? Does it include next business day air service for those components?

A: Premium Support services include Next Business Day Air shipping for Synology-manufactured units and components that are covered under the support plan. A Premium Support license applied to a main unit also covers Synology products directly connected to that specific device, such as (but not limited to) expansion units, add-in cards, and drives. This does not include other standalone units in configurations like high availability clusters, which require their own separate licenses.

Q: What happens if a response is not received within the 4-hour SLA window?

A: All credit requests related to an SLA breach must be submitted within 48 hours of the reported service failure. If the initial 4-hour SLA window is not met, the maximum credit issued will be 10% of the Synology Premium Support license's MSRP for each affected device, with the total refund not exceeding the total MSRP of the license. Credits will be refunded directly to the customer.

Q: Is there a time window to purchase Premium Support, or any deadline based on the NAS purchase date?

A: Premium Support can be purchased at any time. Once purchased, activation must occur within 90 days of purchase; otherwise, the license will automatically begin.

Q: Is this service available across all of the US and Canada?

A: Synology Premium Support is only offered in the USA.

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