

Customer Support Guide Executive Summary

Open a Case

pure1.purestorage.com/support

See [this article](#) for more info.

Call Us

+1-866-244-7121 (Global Toll)

+1-877-777-0141 (CA)

See [this page](#) for Regional Numbers.

To escalate see [Customer Escalation Procedures](#), or contact us and ask to speak to a Support Manager on Duty.

Hardware Replacements

- Fast Shipping: Same-day, next-business-day, or four-hour delivery.
- Field Tech Support: Available if needed, guided by a TSE.
- DOA Handling: Quick replacement for failures within 30 days.
- Global Reach: Parts shipped from regional depots.
- Easy Returns: Prepaid labels for defective parts.
- Drive Retention: Option to keep drives for a fee.

+Key Technologies

- **Pure1 Monitoring:** Proactively monitors all devices and alerts both customer and support team of critical issues.
- **Remote Assist (RA):** Enables secure remote troubleshooting by Pure Storage engineers, minimizing downtime.

BCS Program Highlights

- Service Account Manager (SAM) and Designated Services Engineer (DSE)
- Weekly status calls, proactive scanning, and issue resolution
- Central point of contact for managing critical environments

For more detailed information on any of these services, please refer to the full [Customer Support Guide](#). Complete support information offered at relevant purestorage.com solution pages.

Basic

Advanced

Premium

	Basic	Advanced	Premium
Hotline	365 x 24 x 7	365 x 24 x 7	365 x 24 x 7
Response Time (For Severity-1)	-	15 Minutes	15 Minutes
Pure1	Yes	Yes	Yes
Online Training	Yes	Yes	Yes
Proactive Monitoring	No	Yes	Yes
SLA for Hardware Replacement¹	Same-day shipping: delivery time varies ²	Next-business-day delivery ³	Four-hour delivery ⁴
Included Controller Upgrades	Evergreen//Forever	Evergreen//Forever	Evergreen//Forever
Remote Software Upgrade Included	Defect Fixes Only	Unlimited	Unlimited
Optional DSE	No	No	No

¹The dispatch support service level agreement (SLA) is determined by the support package purchased from Everpure. Following verification of customer's dispatch requirements, SLA measurement begins in the customer's local time once the dispatch is submitted to the Everpure Global Service Logistics Network.

²For same-day shipping, delivery times are not guaranteed and are provided on a best-effort basis. The RMA dispatch order is initiated on the date of hardware failure diagnosis. Parts are sourced from regional warehouses and may be impacted by international logistics or customs processing. Customers are responsible for managing importation requirements and serving as the Importer of Record for international shipments.

³Next Business Day (NBD) is defined as the fulfillment of delivery or service requirements by the conclusion of the following business day after an order is accepted or an incident is confirmed, with the exception of weekends and public holidays. Everpure commits to delivering replacement components to the specified location by the end of the next Business Day (NBD) upon acceptance of a valid request, contingent on receipt of said request before the local operational cut-off time.

⁴For geographies lacking an Everpure regional inventory hub within a four (4) hour transit radius, component delivery will be executed within a six (6) hour window. Service commitments for existing installations remain unchanged. For new deployments or locations, Everpure will evaluate logistics on a best-effort basis and provide advance notification regarding whether a four (4) or six (6) hour SLA is applicable.

Evergreen and Portworx Initial Response Times

Severity	Basic	Standard	BCS & EG//One	Updates Frequency
Severity 1 Emergency	N/A	15 Minutes	15 Minutes	Continuous Updates
Severity 2 Major	1 Hour	1 Hour	30 Minutes	Updates daily or as agreed
Severity 3 Minor	2 Hours	2 Hours	1 Hour	Every other business day or as agreed
Severity 4 Informational	4 Hours	4 Hours	2 Hours	Updates as agreed

