

AWS Storage Gateway pre-loaded on a Dell EMC PowerEdge server

Warranty & Support information

We recommend that you purchase [AWS Premium Support](#) when using the AWS Storage Gateway service with this hardware appliance. Customers with AWS Premium Support should contact AWS first for all support issues.

Hardware Support

Hardware support for the appliance is provided by Dell, working in conjunction with AWS. Hardware support is included with the appliance purchase, and includes 36 months of 7x24 phone support and next-day business on-site service for parts replacement.

Hardware Warranty

The warranty period for the appliance is 3 years from the day of purchase and warranty terms from Dell are located [here](#).

To purchase extended hardware warranty, please visit Dell warranty extension [website](#).

Hardware Returns

The hardware appliance is non-returnable. Dell support will facilitate replacement or repair of the appliance if it is found to be defective or damaged. Please have your appliance asset tag available to contact Dell support.

Software Support

AWS provides software support through Premium Support subscription. Details on how to sign up is located [here](#). Contact AWS support [here](#).