

## Recovery Series Pledge Program

LEGACY HARDWARE REFRESH PROGRAM

Looking for the easiest way to get evergreen backup hardware with no additional fees or add-on contracts?



Unitrends Subscriptions is the easiest way to keep your appliance hardware refreshed and your IT budgets predictable year-to-year.

**Contact us to get started. ►**

### What is Pledge?

**Pledge is a legacy program for Unitrends Recovery Series backup appliances purchased with perpetual licensing.** Pledge was offered at an additional fee to provide replacement appliances every four years at no additional cost. As of January 2023, Pledge is no longer available for new sales, but existing contracts can be renewed. The benefits of Pledge and evergreen hardware are now available through our new, simpler offering of **Unitrends Subscriptions.**

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## Frequently Asked Questions



### Who is eligible for a Pledge replacement appliance?

**A Recovery Series appliance purchased with perpetual licensing and an active Pledge contract when the replacement appliance is requested.**

- The Pledge subscription has been maintained in good standing for four years.
- An active Unitrends Support agreement in good standing.



### If I enroll in Pledge, how soon can I request a replacement appliance?

You are eligible to receive a free replacement appliance in the 49th month after your initial appliance purchase date, provided your Support contract and Pledge agreement are still active. Replacement appliances cannot be requested after the expiration of either a Support or Pledge contract. This applies to all purchases made after May 15, 2014.



### Can I continue with Pledge even after I receive my replacement?

**Yes.** Simply maintain an active Pledge subscription and Support contract for your next appliance or switch to our newer and simpler evergreen hardware program with Unitrends Subscriptions.



### What can I expect from my replacement appliance?

Your replacement appliance will be an equivalent model with the same or increased capacity as the one it replaces. Additionally, your Recovery Series appliance will include the latest innovations and features in our backup software.

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### What if I want a larger capacity model than my Pledge replacement?

We will credit you for the cost of the appliance that you are entitled to toward the purchase of a larger capacity model. You simply pay the difference.



### When I'm eligible, how do I get my replacement appliance?

Simply place a request for your replacement. We will send you the specifics on how to make the request when you enroll.



### What do I do with my existing appliance when I receive my replacement?

When we send you a replacement appliance, we will also provide instructions on how to return the older appliance to Unitrends at no cost to you.



### Do I need to purchase Pledge on the same day I purchase my original appliance?

In the past implementation of this program, you had three months after the purchase of the Unitrends Recovery Series appliance to purchase your Pledge coverage. **However, Pledge is not currently available for new sales and has been replaced with Unitrends Subscriptions.**



### What payment terms are available?

We offer three payment options to suit your budgetary cycle: annual, three-year and five-year terms.

**Important Note:**

To receive a Pledge replacement appliance in month 49 under the annual or three-year Pledge payment terms, you must renew your Pledge agreement before it expires and maintain an active subscription through year four.

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## When do I need to renew my Pledge subscription?

To be eligible for a replacement appliance, you must maintain an active Pledge subscription for four consecutive years. You may need to renew your Pledge subscription before receiving your replacement appliance, depending on which of the following Pledge payment terms you choose:

### 01.

#### Annual term

To maintain the subscription and your eligibility for a replacement appliance, you must renew Pledge annually through year four before the original term expires.

### 02.

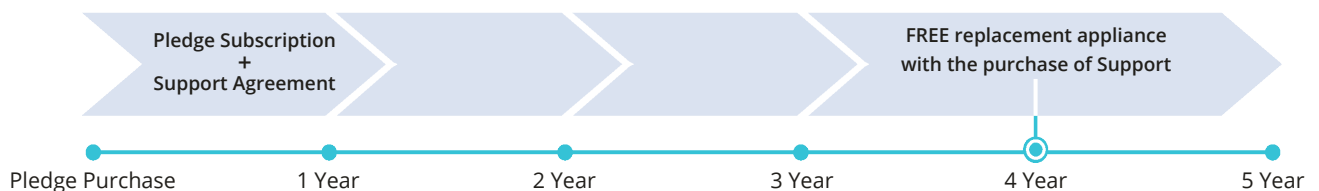
#### Three-year term

Before your original term expires, you need to renew for one or more additional years.

### 03.

#### Five-year term

You do not need to renew your subscription before requesting a replacement appliance at month 49. But you do need to renew at the end of the five-year term to continue your Pledge subscription and maintain your eligibility for future replacement appliances.



**READY TO SWITCH TO  
UNITRENDS SUBSCRIPTIONS  
FOR EASY EVERGREEN HARDWARE?**

**CONTACT US** ►

## ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focussing on backup and recovery with next generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting [unitrends.com](http://unitrends.com) or follow us on LinkedIn and Twitter @Unitrends.

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