



NetApp Support Services

# **NetApp Storage Lifecycle Program**

## **Customer Program Reference Guide**

Frank Lynn, Mamatha Lucas, Caroline Radcliff – NetApp

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## Version control

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# NetApp Storage Lifecycle Program

The NetApp Storage Lifecycle Program offers an easy way to future-proof IT investments, ensuring storage systems stay current with technology innovations while helping organizations avoid the challenges of planning a tech refresh in 3 to 5 years. Customers have the option to invest in SLP when purchasing a new NetApp storage system and are eligible for benefits after meeting the program requirements outlined in the service description. Participants receive a new controller, controller head swap services, and ongoing managed ONTAP updates.

One of the greatest benefits of SLP is that it provides predictable OpEx budget planning. This approach helps avoid the scramble for CapEx budget in 3 to 5 years and removes the need for time-consuming procurement processes and disruptive tech refreshes. SLP enables organizations to stay ahead of technology innovation while maintaining operational efficiency. The program requires six years of paid support, available as a single contract or flexible annual terms.

Terms and Conditions associated with this offer can be found [here](#) and will be externally facing.

## Eligible equipment

All currently shipping AFF, FAS and newest ASA (r2) controllers are eligible under the Storage Lifecycle Program.

**Note:** MetroCluster workflows are also supported.

## Capacity refresh

The NetApp Storage Lifecycle Program also has an extra feature that enhances its flexibility. Previously purchased media may be traded in for a 100% capacity credit when purchasing additional capacity. With a purchase of at least 4X the trade-in raw capacity, your trade-in raw capacity is replaced for free. As an example, if you have 25TB and need 100TB, NetApp will replace the existing 25TB at no charge and you will purchase the additional 75TB giving you the 100TB you require. You must then trade in the old capacity that is being replaced or provide NetApp with a Certificate of Destruction.

## Controller update flexibility

When all conditions to receive a controller update and head swap have been met, you may opt to instead receive a credit towards the purchase of eligible NetApp products and services. Eligible offerings will be determined at the time the credit is issued. The list of eligible products and services will be kept current in this program guide. NetApp reserves the right to change or modify this list without notice.

At present, credits may only be applied to transactions conducted directly through NetApp or NetApp-authorized partners. Non-NetApp branded services, such as Azure NetApp Files or Amazon FSx for NetApp ONTAP, as well as products exclusively sold via the cloud provider marketplaces are not eligible. Current eligible products include:

- New or incremental cloud services, such as Cloud Volumes ONTAP (CVO), Cloud Backup, Cloud Tiering, Cloud Data Sense, and Cloud Insights
- New Keystone storage-as-a-service subscriptions or incremental capacity commitments to existing Keystone subscriptions
- New controller purchases to host other on-prem workloads

The amount of credit will be determined by NetApp at the time of eligibility and will not exceed the amount received for participation in this program.

# NetApp Storage Lifecycle Program elements

Feature	NetApp Storage Lifecycle Program	Benefit
Controller Update	Included	Enables you to run the latest technology and innovations.
Controller Head Swap service	Included	Provides technical resources to do a head swap, thus taking the burden off you.
Capacity Refresh	Included	Offers capacity credit when buying 4x additional capacity gives you more flexibility and value.
Software patches and updates	Included	Keeps your environment up to date with the latest features and security/bug fixes.
Managed ONTAP Upgrades	Included – 2x/year	Takes the burden off your IT staff
Access to remote technical support	24/7, including chat support. P1 response time is 30 minutes	Gets your environment up and running faster when downtime is not an option
On-site support and troubleshooting	Included	Quickly dispatches authorized technicians, where available, to your location when remote troubleshooting can't identify an issue.
Active IQ Digital Advisor	Access to full Active IQ capabilities, which include: <ul style="list-style-type: none"> <li>Predictive artificial intelligence for IT operations (AIOps), including API access.</li> <li>Automated risk remediation</li> <li>Digital digest</li> <li>Nondisruptive firmware upgrades</li> <li>Digitized health checks</li> </ul>	Leverages AI-powered analytics to maximize availability and to optimize performance.
Proactive parts replacement (through Active IQ autogenerated cases)	Included	Reduces the burden on IT staff.
NetApp Cloud Insights with ONTAP Essentials	Included	Provides full-stack visibility to identify, troubleshoot, and resolve issues outside of the storage system.
Next-day replacement parts delivery, additional service level objective choices are available.	Included	Send parts to arrive the next day so that your IT staff can quickly remedy issues. Customers have the option to select various options made available through the program.
Flat and Predictable Pricing	Included	The program price list percentages will continue to stay predictable over the program contract period. Some exclusions apply.

## Additional value-added services

When you're ready to begin your organization's digital transformation, take advantage of additional value-added services that NetApp has to offer. NetApp Services experts can help you create a strategy that aligns with your business, so you can accelerate innovation and deliver improved business results. Your digital transformation is the top priority for NetApp Services. We use our expertise to help you envision, deploy, and operate your data management solutions. We also deliver proactive and predictive intelligence to optimize the way that you manage your solutions across the data lifecycle. Services support options for purchase include:

- **The NetApp Support Account Management** service focuses on your account and works closely with your IT team on the proactive and reactive support of your NetApp infrastructure. You can purchase SAM services to manage any number of systems and for various lengths of time.
- **The NetApp Cloud Technical Account Management** service is performed by a customer-aligned and designated cloud technical specialist. This specialist provides technical support to help you navigate and execute your hybrid multicloud strategy. You can contract the CloudTAM service for the time needed, from 10% of the specialist's time to full-time.
- **NetApp Residency Services** provides skilled resources so that you can reap the full benefit of your NetApp storage solution and data management technologies.
- **NetApp Learning Services** prepares you to fully use NetApp solutions for your enterprise and help you meet your business and technical needs. NetApp Learning Services training enables you to support your NetApp products and provides the knowledge that you need in the formats that you prefer. You can use your NetApp login credentials to access the Learning Center and to download the Customer Training Guide. NetApp Web based e-learning training is available to all the customers at no additional cost.

Customers who purchase Storage Lifecycle Program may also take advantage of other NetApp programs such as the Storage Efficiency Guarantee and Controller Upgrade offers. Please see your NetApp representative for more details

# Appendix

This appendix describes the basics of NetApp Support including reactive, proactive, and preventive support services as well as Professional Services that are designed to make your life easier. You can find a more detailed guide to customer support [here](#).

## How to contact NetApp Support

NetApp offers various ways for you to get support, so you can use the method that best suits your needs. As a NetApp Support customer, you have 24/7 access to the NetApp Support Site. For real-time self-service, the NetApp Support Site features an array of tools that deliver the information that you need to help manage your storage solution effectively. The intuitive design of the dashboard makes it easy to open and to track your cases. You can also easily access software downloads, product documentation, and system health information by using the NetApp Active IQ® Digital Advisor tool and Elio, our virtual support assistant.

Technical Support Centers are available 24/7, 365 days a year. The centers are coordinated for all support activity around the globe, including phone, remote, and on-site actions. Phone support is available in French, German, Hebrew, Italian, Korean, Portuguese (Brazil), and Spanish during local office hours. English, Japanese, and Mandarin phone support are always available.

For more information, check out the following resources:

- [NetApp Neighborhood](#)
- [Web](#)
- [Email](#)
- Phone:
  - United States and Canada: +1 888 463 8277 (+1 888 4 NETAPP)
  - EMEA: 00 800 44 638277
  - APAC: +800 800 80 800
  - Complete list of in-country phone numbers can be found [here](#).
- [Self-service](#)
- [Chat with an agent or Elio virtual agent](#)

The one-stop Technical Support Center dashboard makes it simple for you to navigate NetApp Support to meet your support needs. The icons along the right side of the dashboard give you multichannel options to make it easier for you to open cases or to get help by the method that you choose.

## NetApp Neighborhood

NetApp Neighborhood is a quick and easy way to find what you need when it comes to support. This site is certainly worth bookmarking! Here's an overview of what you can find and do there:

- Create an account
- View your cases
- View your systems
- Quick links for self-support
- Product owner's manuals
- Digital Support blog posts
- Community Connect (including NetApp Communities on Reddit and Discord)
- NetApp AutoSupport® telemetry (Active IQ)
- Knowledge bases (including NetApp TV™ streaming and NetApp Knowledge Base TV)
- NetApp Learning Services for training and certifications
- Customer stories and testimonials
- NetApp INSIDER newsletter (what's new at NetApp)

## Support services

NetApp support services provide reactive (break-fix) as well as proactive and preventive support. By purchasing NetApp's Storage Lifecycle Program, you automatically get NetApp's SupportEdge Advisor. Which helps you resolve technical support issues while avoiding unplanned downtime and gaining actionable insight into your storage lifecycle.

### SupportEdge Advisor includes:

- Remote technical support, including 24/7 chat
- 30-minute P1 response time
- Next day replacement parts delivery
- On-site support and troubleshooting
- Full Active IQ capabilities including predictive AI analytics to help maximize availability and optimize performance
- Full-stack visibility to identify, troubleshoot, and address issues outside of the storage system

Customers who benefit from the Storage Lifecycle Program may also take advantage of other NetApp programs and upgrades like those listed below.

### Support Account Manager (SAM)

Customers can upgrade to a dedicated Support Account Manager (SAM). SAMs help organizations optimize storage utilization and efficiency while minimizing business risk by providing installed base asset lifecycle and support metrics reporting, delivering end-to-end case and escalation management, and assisting with upgrades.

### SupportEdge Expert

Customers can also upgrade to SupportEdge Expert that provides a SAM and additional benefits like a 15-minute P1 response time, expert hotline and Level 1 bypass for software cases.

### Monitoring with AutoSupport

NetApp also provides proactive monitoring by using AutoSupport technology, which is available to all customers through the Active IQ toolset. AutoSupport is a mechanism that proactively monitors the health of your system and automatically sends messages and configuration data to NetApp technical support and to Active IQ. NetApp recommends that you enable AutoSupport to aid in support cases and to provide system information to Active IQ.

Occasionally, based on AutoSupport case patterns, the NetApp team notices an issue that is already well documented. In those cases, the team sends you an automated email notification with a link to a detailed knowledge base article that describes the resolution or fix. If you have received an automated email notification and want to discuss the issue with a support representative, reply to the email notification or open a support case through the NetApp Support Site.

## NetApp Technical Support Center

When you raise an issue to the NetApp Technical Support Center, your case is quickly routed to the best team to handle your request. Cases are handled based on the support tier that you have purchased (the higher the tier, the higher you are in the queue) and on the priority of the case. A technical support engineer from the team quickly troubleshoots and diagnoses the issue.

Whether a part must be replaced or software or firmware needs to be upgraded—or it's something as simple as helping with a configuration—the assigned engineer owns your case through completion. You work with the same engineer even if a complex issue requires additional assistance from other support

teams. When your case is resolved, NetApp will notify you, ask you whether it's OK to close the case, and ask you to fill out a satisfaction survey. These surveys are important to us at NetApp to make sure that we're doing everything possible to please valuable customers like you.

## Preparing for your support case

You can significantly shorten resolution time if you have the following information available when you initiate a support case:

- Serial number of the storage controllers and version numbers of the OS and software
- Business impact, system status, and priority
- Any NetApp Active IQ or other error messages
- Description of the environment, including OS version of hosts, clients, and switches
- Actions that you have taken so far
- Any recent changes to the storage controller, hosts, clients, or network
- Log files
- Contact information

## Escalation paths

If you are not satisfied with the status of your case, you can follow an escalation path. Our objective is to use the most appropriate support resources to quickly resolve your issue.

NetApp has established a standard methodology for case management. Cases can be automatically generated by NetApp systems that are triggered by NetApp AutoSupport messages, or they can be created by customers, partners, or other NetApp employees. Most cases are assigned to case owners in our Technical Support Center.

If you are not completely satisfied with how our technical support team is handling your case, escalate your case to a NetApp Support duty manager. For critical escalation issues, call NetApp Support for your region and select the prompt to engage with the duty manager:

- United States and Canada: +1 888 463 8277 (+1 888 4 NETAPP)
- EMEA: 00 800 44 638277
- Asia-Pacific: +800 800 80 800

## Hardware replacements

NetApp Support quickly replaces any malfunctioning NetApp hardware after it has been determined that a replacement is required. Based on the terms of your contract, the technical support engineer initiates the shipping of any required hardware.

Hardware deliveries can be on a Next Business Day or an optional 4-hour or 2-hour basis. Available delivery times are based on the location of your site and must be included in your support contract terms. In addition, field replacement is an available option in which NetApp sends an authorized technician to install the replacement for you.

When replacement parts have shipped, NetApp sends you a shipping label for you to return the malfunctioning part.

NetApp Non-Returnable Disk is an optional purchase that allows you to retain your failed disk and other nonvolatile flash hardware. With this option, you can meet your compliance requirements and help confirm that your data does not leave your environment.

## Tools

NetApp's operating environments use various tools that come standard with most storage products.

### Software downloads center

You can find the latest versions of software and firmware for your purchased products at the [Download Center](#).

### Active IQ and AutoSupport

By providing simple, effective, proactive monitoring and management of your storage infrastructure, the NetApp Active IQ and AutoSupport suite of tools helps you optimize your data center.

Active IQ is a web-based digital advisor that uses AutoSupport telemetry data, AI, and predictive analytics to derive actionable insights and prescriptive guidance that simplify the proactive care and optimization of your NetApp environment. These insights help your company become a data-driven IT organization.

#### Active IQ enables you to:

- Monitor and predict capacity usage to stay a step ahead of users' rapidly growing data demands.
- Improve security and protect your investments with automated upgrade alerts for software and firmware.
- Get recommendations on how to optimize configurations based on proven best practices.
- Resolve performance issues fast with real-time insights into system bottlenecks.
- Apply community wisdom based on diagnostic data from across the NetApp user base.

Your Active IQ dashboard displays information about your NetApp systems by aggregating telemetry data from the predictive technology that is built into NetApp products. Data is collected from NetApp ONTAP software, SolidFire® technology, E-Series storage controllers, StorageGRID® object storage, Cloud Backup, Active IQ OneCollect, and Active IQ Unified Manager.

AutoSupport proactively monitors the health of your system and automatically sends messages and configuration data to NetApp technical support and to Active IQ. NetApp recommends that you enable AutoSupport to aid in support cases and to provide system information to Active IQ.

**Note:** For "dark sites" or sites that have strict security requirements, you must take a more active role in collecting information that may help NetApp diagnose and troubleshoot issues. Technical Support Center engineers can guide you through the necessary steps to quickly resolve issues that have arisen. Resolution might include sending a properly credentialed NetApp support engineer on site to assist.

### Hands-On Labs

In Hands-On Labs, you can learn tips and tricks for getting the most out of your NetApp systems and try out new technologies in a virtual sandbox. In a safe, ready-to-use lab environment, you can try best practice configurations and explore features and products that you haven't used before. Hands-On Labs are free to NetApp customers with valid support contracts. So, you can explore NetApp products in a guided, hands-on experience at no cost and without using your data center resources.

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