



NovaCare is Personalized Support and Upgrade-Protection for Your NovaBACKUP Products

NovaCare Availability

For the following products, NovaCare includes free upgrades, E-Mail and Telephone Support for 1-Year:

- NovaBACKUP Business Essentials
- NovaBACKUP Server

For the following products, NovaCare includes free upgrades and E-Mail Support for 1-Year:

- NovaBACKUP PC

Renewing NovaCare

The NovaCare Renewal window is anytime before the NovaCare expiration date, extending to 30 days beyond this date.



Your Renewal Window is the time in which NovaCare may be extended at the most affordable price point.

To check your NovaCare status visit:

<http://www.novabackup.com/novacare>

SCHEDULE A CALL

Visit [novabackup.com](http://www.novabackup.com) to schedule a call with a US-based backup expert.

CONTACT US

NovaBACKUP Team
Tel.: +1 805-579-6700
Fax.: +1 805-579-6710

ASK US ABOUT PRICING

Email us at ols@novabackup.com

NovaStor's local technical support engineers are committed to the success of your backup strategy. Ensuring that your NovaCare support package remains active will guarantee that you always have access to the latest version upgrades and updates, with telephone and email support.

NovaCare Protection Includes



24/7 Support Portal

Knowledge Base Articles, Videos and helpful information to answer all of your backup questions..



E-Mail Support

Submitting an electronic support ticket will activate the fastest possible response to your unique backup scenario via E-mail communication.



Telephone/Remote Support

U.S. Based backup experts offer live assistance and will connect directly to your system if necessary.



Upgrade-Protection

Free product updates, and major product upgrades will be provided to users with valid NovaCare support.

To Benefit from NovaCare

1. Register your product using the licence registration within your software. (Help > Registration)
2. Your NovaCare package is automatically activated following the product registration.
3. If you require assistance, please visit the NovaStor Support Portal and "Create A Support Ticket" to register your request with the NovaStor Technical Support Team: www.novabackup.com/support

Extending NovaCare

Check the available options to extend NovaCare support and take advantage of special limited-time offers:

<https://login.novabackup.com/>