

Synology Response Guide



Synology Response

Synology Response is Synology's expanded support program for users who require expedited, advanced assistance. It includes priority ticket handling, contact with Synology support engineers, faster response times, remote troubleshooting sessions, on-site hardware replacement and expedited shipping options on supported devices to cut downtime and address issues quickly.

The four tiers for expanded support are:

- Synology Response Basic
- Synology Response Priority
- Synology Response Premier
- Synology Response Elite

Synology Response is designed for every environment, from lower risk to mission critical, ensuring organizations receive the appropriate level of support, attention and expertise necessary to match their system needs.

Synology[®] Response



Basic



Priority



Premier



Elite

Coverage details

The details below specify how Synology Response is licensed, activated and applied to eligible devices.

- **Device-specific license**

Each Synology Response license is tied to a single Synology device. A separate license must be purchased and activated for every device requiring coverage.

- **License activation requirement**

Synology Response services only become available once the license has been properly registered and activated through the Synology Account portal. Inactivate licenses will not receive support.

- **Warranty-based hardware replacement services**

Hardware-related services, including RMA and advanced replacement, are only available for devices that are still under their original warranty or enrolled in Extended Warranty Plus.

Synology Response services

Synology Response tiers are add-ons to Synology's standard support. The expanded coverage is flexible so that organizations can select a support tier based on how critical their systems are. Every tier delivers faster response times, 24/7 support and hardware replacement management.



Priority handling

- All tickets in the queue are prioritized according to the nature and severity of the issue.
- Users receive a guaranteed response within 4 hours of ticket creation.
- Initial calls are handled by senior support engineers for quicker solutions.



Troubleshooting and configuration

- Support includes guidance on configuring Synology NAS systems, focusing on storage setup, connectivity and system-level settings.
- Users receive general direction and best practices for configuring core features like security and backup.
- Engineers provide proactive recommendations and best practices to prevent future issues.



Remote assistance

- Scheduled remote sessions are available to help address issues in real time.
- Support engineers can provide configuration guidance through screen sharing sessions.
- Remote access allows for fast and efficient troubleshooting, minimizing the need for back-and-forth communications.



Hardware management

- Advanced hardware replacement is available for select tiers and allows eligible users to receive a replacement unit before returning the original.
- RMA requests are handled with expedited shipping options for select tiers, including Next Day Air and same day delivery where available.
- Synology manages the hardware replacement process to minimize downtime and disruption. On-site technician visits are available only for replacement delivery for select tiers and are not considered service calls.

Synology Response services

The table below illustrates how Synology Response expands the capabilities of Synology support across every tier, from Basic to Elite.

Synology Response tier	24/7 coverage	4-hour response	Availability	Hardware replacement	Recommended for
 Basic	✓	✓	North America	Standard RMA; Basic ground shipping	Extended support for lower-risk environments
 Priority	✓	✓	United States	Advanced RMA; Next Day Air	Balanced support with faster response and expedited hardware replacement coverage
 Premier	✓	✓	United States	Next Day Air + on-site technician for hardware replacement	Critical systems requiring on-site support without waiting for RMA cycles
 Elite	✓	✓	United States	Same day on-site hard drive replacement and Next Day Air + on-site technician for hardware replacement	Mission-critical infrastructure where rapid hardware replacement is essential

Shipping and on-site services are limited to the continental United States.

Delivery and technician timings are subject to the exclusions in each agreement.

Ticket submission and exclusions

How to submit a ticket

Synology Response requests must be submitted through a Synology Account to ensure proper handling and priority routing.

Steps to submit a ticket:

1. Go to account.synology.com and sign in.
2. Select the device covered under your Premium Support license.
3. Fill in the required fields:
 - Model name and serial number
 - Functionality (e.g., Hardware, Cloud Services, Security)
 - Issue Type (e.g., Setup, Performance, Malfunction)
 - Provide a brief issue summary (100 characters max)
4. Click **Next** to proceed.
5. Synology will display suggested articles based on your issue. If these don't help, click **Next** again.
6. In the final step, describe the issue in detail, including:
 - Symptoms
 - Time of occurrence
 - Steps taken before the issue or how to reproduce it
 - Any error messages or screenshots
7. (Optional) Upload system logs or files to assist in diagnosis.
8. (Optional) Add additional email addresses to receive status updates.
9. Submit the ticket.

Exclusions

While Synology Response offers enhanced services, certain items and scenarios are not covered.

The following are not included in Synology Response coverage:

- On-site technician visits for hardware replacement are only included for Premier and Elite (drives only) license agreements and do not include on-site troubleshooting, diagnostics, configuration, network, software or data-recovery work. Delivery and technician timings are subject to the exclusions in each agreement.
- Data recovery services for failed drives or corrupted storage are not provided.
- Configuration services related to legal, regulatory, or compliance standards are excluded unless specifically contracted.
- Support is not available for third-party devices or software, including products not listed on the official compatibility list or developed outside of Synology.

Contact and coverage information

Support channels

Synology Response users gain expanded contact to Synology's senior support team through multiple prioritized channels.

Customers receive the following access benefits:

- All submitted tickets have priority handling and the most critical issues are expedited.
- Synology Response is available 24/7, including weekends and holidays, to accommodate enterprise needs.
- Support is provided every day of the week, from Monday through Sunday, ensuring continuous coverage. For Synology Response Elite users, a technician is on-site within 4-hours, any hour of the year.

Plan duration and coverage

Synology Response is available as a flexible add-on service based on the user's needs.

Each plan includes the following terms:

- Plans are available in durations ranging from 1 to 5 years, with each license covering one Synology device.
- Synology Response applies only to the specific device registered under the active license.
- Users receive a notification 30 days before expiration to help ensure uninterrupted service.

Synology Response FAQ

Q: Where can Synology Response be purchased?

A: Synology Response is available through Synology's authorized resellers. To find a local partner, visit the [Where to Buy page](#).

Q: Does Synology Response cover expansion units and their drives? Does it include next business day air service for those components?

A: Synology Response services include Next Business Day Air shipping for Synology manufactured units and components that are covered under the tier. A Synology Response license applied to a main unit also covers Synology products directly connected to that specific device, such as (but not limited to) expansion units, add-in cards and drives. This does not include other standalone units in configurations like high availability clusters, which require their own separate licenses.

Q: What happens if a response is not received within the 4-hour SLA window?

A: All credit requests related to an SLA breach must be submitted within 48 hours of the reported service failure. If the initial 4-hour SLA window is not met, the maximum credit issued will be 10% of the Synology Response license's MSRP for each affected device, with the total refund not exceeding the total MSRP of the license. Credits will be refunded for Synology Account credit only.

Q: Is there a time window to purchase Synology Response, or any deadline based on the NAS purchase date?

A: Synology Response can be purchased at any time. Once purchased, activation must occur within 90 days of purchase; otherwise, the license will automatically begin.

Q: Is this service available across all of the US and Canada?

A: Synology Response Basic is offered in North America. Synology Response Priority, Premier and Elite are only available in the United States.



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