Service Contract Activation

If you have purchased a Service Contract through a Quantum reseller, you must activate the contract by registering your product and entering the Service Activation Code provided on the Service Activation Certificate that was mailed separately from your product. If you purchased a Service Contract and have not yet received your certificate, please contact your reseller.

After you receive your Service Activation Certificate, please perform the following steps to activate your Service Contract:

Activation Instructions

1) Retrieve and record your item Serial Number. For information on how to locate the serial number for your Quantum product, see Finding Quantum Product Serial Numbers.

   NOTE: Be sure to record your Serial Number on your Service Activation Certificate.

2) Access the Product Registration Web site at http://www.quantum.com/registration.
3) Enter your e-mail address to gain access to the Registration Page.
4) Enter the required information to register your product.**
5) After your product has been successfully registered, click the **Activate Service** tab.
6) Follow the required steps. Enter the Activation Code located at the top of your Service Contract Certificate, and click **Submit**.

** Please complete all required fields of the registration form to ensure appropriate registration of your Service Contract. Your Contract is not active until all registration information is completed and has been processed by Quantum.

You will receive a confirmation e-mail when your product and service are registered through the Registration Page. After your Service Contract is processed, you will receive another e-mail with your Service Agreement number.

If you have difficulties with the Registration Web site or use of your activation code, please call Quantum Technical Support at the (country appropriate) number listed on the Quantum Web site http://www.quantum.com/support.

Contracts not activated upon receipt of certificate may result in denied or delayed service.

The Service Contract registered by the above process is subject to the Quantum Support and Maintenance Terms and Conditions.

Support registered by the above process is currently only available in the following countries: Germany, Austria, Italy, United Kingdom, Ireland, Hungary, Luxemburg, Switzerland, Denmark, Sweden, Belgium, Netherlands, France, and Spain. Please contact your reseller if the product intended for support through your Service Contract Certificate is installed in any other country. Support in remote or island locations may be limited or unavailable.