

KingstonCare Platinum Service

KINGSTON.COM/KINGSTONCARE

Free value-added services customised to your needs.

What is KingstonCare?

KingstonCare is a robust suite of free services that were developed to provide Kingston customers with the reassurance that their business will stay up and running. As an extension of Kingston's dedication to quality and customer service, KingstonCare offers unique tools backed by the expertise gleaned from more than 30 years of experience in memory.

What does it mean to you?

KingstonCare is an additional guarantee you can offer to your customers when selling Kingston products, on top of your current service agreement with them and without any extra cost. Kingston will reimburse you for service calls directly related to covered Kingston products or send out one of our contracted service providers, if required. The process will be seamless to your customers. Contact your Kingston representative to find out how you can get the added benefit of service reimbursement.

Will adding Kingston void your customer's system memory?

Absolutely not. Using compatible components such as Kingston memory or drives in a system will NOT invalidate the system's warranty. Just as your customer can choose a different manufacturer's hard drive or monitor, they can choose which manufacturer's memory products they want to use. They are under no obligation whatsoever to use the OEM (Original Equipment Manufacturer) branded components.

What does KingstonCare offer?

KingstonCare offers support services for Kingston System Specific memory (server, desktop and notebook), Server Premier memory and SSD products to Kingston Technology end users, resellers and service providers, including:

Service reimbursement*

We will cover service charges related to any Kingston System Specific memory (server, desktop and notebook) module, Server Premier memory module or SSD product.

Onsite spares*

To ensure against downtime, we will supply the relevant spare memory inventory to be kept on your site free of charge.

Advance RMA/Cross-ship*

Kingston will ship a replacement System Specific memory module, Server Premier memory module or SSD immediately and directly to the end user.

Data recovery for SSDs*

Kingston's partnership with Ontrack® provides specialised and market-leading data recovery capabilities for Kingston SSDs. The benefits of this service include evaluation of the SSD and recommendation of the best recovery method, which is carried out by experienced engineers and the delivery of recovered data via courier or secure online transfer.



To sign up for KingstonCare please contact your Kingston representative.

KingstonCare Platinum Service
You're Protected