



Solutions you can rely on

## Origin Storage Limited

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## Warranty Overview

Warranty periods for products purchased after 1st November 2012

Hard Drive Solutions (3rd Party)		Advanced	RTB	Total
Standard	IDE, SATA	2 Years	N/A	2 Years
Enterprise	NLS, SCSI, SAS	5 Years	N/A	5 Years
SSD (MLC)		N/A	3 Years	3 Years
SSD (eMLC)		N/A	5 Years	5 Years
SSD (SLC)		N/A	5 Years	5 Years

### IMPORTANT INFORMATION!

All products are covered by a 14 day "Dead on Arrival" (DOA) warranty period. We will advance replace any product received DOA if notified in writing, within 14 days from date of delivery.

NAS & SAN*		Advanced**	RTB	Total
Thecus Bare Box		N/A	2 Years	2 Years
Thecus Populated		2 Years	N/A	2 Years
N12/N16000 Bare Box		N/A	5 Years	5 Years
N12/N16000 Populated	SATA	2 Years	3 Years***	5 Years
N12/N16000 Populated	NLS, SAS	5 Years	N/A	5 Years

### Extended Warranty

Thecus boxes are eligible for warranty upgrades and onsite support.

For more information please call

+44 (0)844 288 68 68



\* All Thecus servers (chassis) are covered by an RTB warranty, only hotswappable components can be advanced replaced (if applicable)

\*\* Advanced Replacement is available on hotswappable components only

\*\*\* Desktop drives have a maximum of 2 years warranty, after the initial two years, HDD's will be covered by an RTB warranty only. All remaining hotswappable parts will still be covered by advanced replacement for the duration of the warranty.

Encrypted Solutions	Advanced	RTB	Total
Data Locker	1 Year	1 Year	2 Years
Enigma	3 Years	N/A	3 Years
Wave Software	N/A	N/A	N/A
Flash Keys	N/A	1 Year	1 Year

### IMPORTANT INFORMATION!

All advanced replacement warranties are in effect from the time of purchase. All RTB warranties come in to effect after any advanced warranties expire.

Batteries & Adapters	Advanced	RTB	Total
Batteries (BTI)	18 Months	N/A	18 Months
Power Adapters (BTI)	2 Years	N/A	2 Years

### IMPORTANT INFORMATION!

All products come with an RTB (Return To Base) warranty as standard

## Other

All other parts are covered by a 1 Year RTB

Caddies | Rackrails | Docking Solutions | Keyboards  
Optical Solutions | OEM Parts | Bare HDD's

## CSO (Customer Special Order)

All CSO parts are non-cancellable and non-returnable unless faulty, this should be printed clearly on all PO's and SO's along with the level of warranty cover. Typically, 30days on refurbished parts and 1 Year on new OEM.

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Storage, Security, Memory, Accessories...

Registered in England & Wales.

Registered Office: 44-46 Old Steine, Brighton, East Sussex. BN1 1NH

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