



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...

