



Advanced Industrial Computer, Inc.  
Xtore Extreme Storage

## XTORE WARRANTY POLICY

### **Xtore Warranty Policy (USA/Canada only):**

All Xtore products under Warranty allow for phone support and email assistance.

This support is currently available to all activated warranties only. Please make sure product warranty is activated within the timeline provided on the warranty card that ships with all products. It is highly recommended that Xtore's preferred partner products are used in all storage devices.

All third party components, such as Host Bus Adapters, RAID controllers, Hard Disk Drives, and/or SAS/ SATA/ SCSI/ Fibre Channel components delivered with any Xtore products will carry an applicable third party warranty. All other Xtore enclosure components, such as fans, power supplies, drive trays, blowers, bezels and rails shall have a 3-year warranty. This warranty covers parts and labor, except shipping.

### **Xtore Warranty will offer the following coverage:**

#### **Repairs/ Replacement, in-warranty**

In-warranty repairs of Xtore components are made within ten (10) working days from arrival at Xtore at NO CHARGE to the purchaser for analysis, labor or parts. Due to component availability, the recommended lead-time of ten (10) days may vary. Allow up to two weeks for major component replacements. The customer is responsible for freight charges to Xtore. Xtore will pay for return freight charges of any preferred delivery method. The customer is responsible for return freight charges for any other delivery method than preferred one. Replacements will only be issued within the one year warranty period.

#### **Cross Shipment/ Advanced Replacement**

Requests for an advanced replacement may be based on additional extended warranty agreements and approval is at the sole discretion of Xtore. Advanced replacement is only available for units considered to be in-warranty products. Advanced replacements require a new purchase order before a replacement unit can be shipped.

#### **Obtaining an RMA Number**

To return your product for a repair, replacement or credit, please visit respective websites below or call your account manager at 1-866-800-0056.

[www.xtore.com/RMA](http://www.xtore.com/RMA)

#### **Shipping the Product to Xtore**

Products must be returned in the original packaging (or packaging providing the product with equivalent protection) and the return order number must be clearly noted on the outside of the returned product's box. Deliveries that are not marked clearly with an RMA number on the outside of the packaging will be rejected.

#### **Depot Express Dispatch**

Xtore's parts will be available for depot express service to all Xtore warranty coverage, such dispatch will be done after identification of the problem and approval from Xtore's technical services department. This service will ONLY cover FRU parts of the enclosure and will be installed under full remote supervision of Xtore technician.

#### **Remedial Break and fix at customer location**

These services might not be available to all location. Please contact Xtore for applicable regions or locations.

#### **Limited advance support on-site services**

Such services will incur cost if time exceeds normal hours allotted to resolve such problems or it is discovered that the problem is not associated with Xtore products.

Defective products or parts, if replaced, automatically become the property of Xtore.