

Packing Instructions for your Faulty device

The warranty applies to your base unit. Any installed media (HDD, SSD) from other manufacturers are not covered by the Synology warranty. Therefore, we ask you to pack only the Synology base unit

What to Send

Base Device with Default RAM
Power Adapter

What not to Send

Media – Hard drives /SSDs
Additional RAM upgrades
Additional Cards and Upgrades

Exception :

If any other Synology brand component is suspected to be defective (Synology add-on cards, Synology HDD/SSD), please pack that component as well.

Packing Instructions

1. Remove hard drives from their bays and label them corresponding to each bay
2. Remove additional components if you had upgraded your device (Additional RAM, Add on cards)
3. Pack the Device and power adapter (or power cable for devices with PSU). If you don't have original packing, you can pack them in bubble wrap to avoid any physical damage. If your device is covered by NBD replacement we ship you the replacement first and you can use the replacement packing to ship the faulty unit back to us.