

May 13, 2009

## Re: Returning Defective Western Digital Hard Drives

To all of our customers and partners;

We are pleased to announce a new RMA initiative for defective Western Digital hard drives. The new process will allow you to receive replacement drives directly from the manufacturer, which will significantly reduce waiting time and make the process more efficient.

Remember that while i<sup>3</sup>DVR's limited warranty on a hard drive may have already run out, the hard drive may still be covered under the original manufacturer's warranty.

This bulletin will guide you through the step-by-step process of submitting an RMA for one or more of your hard drives.

### Returning Defective Western Digital Hard Drives

Once a certified technician has established that your Western Digital drive is defective, follow the steps below:

1. Open your Internet browser window and go to <http://www.wdc.com/en>
2. In the **Support** menu, select and click on the **Warranty & RMA Services** option.
3. In the new window, click on the **End User Customers** button 
4. In the *Warranty Services* window,
  - a. Select your country (Canada/United States) End User Customers
  - b. Enter Serial Numbers of all defective Western Digital hard drives inside the provided text box.  
See *Picture 1* to locate the serial number of your WD hard drive.
  - c. Click **Continue**

### Warranty Services

*Warranty Check for End User*

- Serial Numbers separated by spaces, comma, semicolon, and colon
- Maximum of 150 serial numbers allowed

Country:

Serial Numbers:

If your drive was purchased from an online retailer, please check the box below.  
 Online Retail Purchase

To locate the serial number of your hard drive, look directly underneath the WD logo and the barcode on the label attached to the top of the hard drive.



Picture 1. Serial Number of the WD hard drive is located beneath the bar code.

5. In the next window, the warranty status for each entered drive will be displayed. In this example, one drive appears to be out of warranty. The remaining 9 are eligible for replacement.
  - a. Enter the reason for replacing the drive(s). (E.g. Can not be detected)
  - b. Click **Continue** to proceed

### Warranty Services

Warranty Check for End User

Warranty Inquiry for CANADA

Select	Serial No	Model No	Status	Exp Date	Options
<input checked="" type="checkbox"/>	WMANU1224949	WD5000YS-01MPB0	In Limited Warranty	5/27/2011†	Upgrade
<input checked="" type="checkbox"/>	WCANU1124315	WD5000YS-01MPB0	In Limited Warranty	11/3/2011†	Upgrade
<input checked="" type="checkbox"/>	WCANU1890793	WD5000YS-01MPB1	In Limited Warranty	3/2/2012†	Upgrade
<input checked="" type="checkbox"/>	WCANU1084195	WD5000YS-01MPB0	In Limited Warranty	11/3/2011†	Upgrade
<input checked="" type="checkbox"/>	WCAMR3969583	WD3200SB-01KMA0	In Limited Warranty	1/6/2012†	Upgrade
<input checked="" type="checkbox"/>	WCASY2490160	WD5002ABYS-01B1B0	In Limited Warranty	11/8/2013†	Upgrade
<input checked="" type="checkbox"/>	WCANU1893119	WD5000YS-01MPB1	In Limited Warranty	3/2/2012†	Upgrade
<input checked="" type="checkbox"/>	WCAPW5110025	WD5000ABYS-01TNA0	In Limited Warranty	11/30/2012†	Upgrade
<input type="checkbox"/>	WCAL73331455	WD2500SB-01KBA0	Out of Limited Warranty	4/2/2008†	Upgrade
<input checked="" type="checkbox"/>	WCAL76242197	WD2500SB-01KBC0	In Limited Warranty	9/30/2010†	Upgrade

Number of drives eligible for Replacement: 9  
 Number of drives ineligible for Replacement: 1

Please enter the reason for replacing the drive(s) (30 chars max):

6. In the following window, select a type of replacement: **Advance** or **Standard** Replacement.

### Warranty Services

*Product Replacement for End Users*

**Step 1**  
Please verify the status of the drive by running our Data Lifeguard Diagnostics. [why?](#)

**Step 2**  
Please search our [Knowledge base](#) for possible solutions. [why?](#)

**Step 3**  
After you have verified that the product is defective and required a replacement, please start the RMA (Return Merchandise Authorization) process by selecting the type of RMA below:

<p><b>Advance Replacement</b></p> <p>We ship the replacement product to you <b>first</b> before receiving your defective product. You have 30 days to send us your defective product. A credit card is required to insure that WD receives the returned product within 30 days from the date on which the replacement product is shipped. Please see below for more details about the service:</p> <ul style="list-style-type: none"><li>• U.S., Canadian, and European Union customers only</li><li>• 5 requests per day; 1 product per request</li><li>• credit card is required</li></ul> <p><input type="button" value="Advance Replacement"/></p>	<p><b>Standard Replacement</b></p> <p>We will ship you the replacement product <b>after</b> we have received your defective product. You have 30 days from the date the RMA is created to send us your defective product. Please see below for more details about this service:</p> <ul style="list-style-type: none"><li>• Customers Worldwide</li><li>• 20 products per request</li></ul> <p><input type="button" value="Standard Replacement"/></p>
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**If you select Advance Replacement:**

A replacement drive will be sent out immediately, before defective product is received by Western Digital. Credit card is required for this type of replacement. Western Digital must receive the defective drive(s) within 30 days otherwise your credit card will be charged for the replacement drive(s).

**If you select Standard Replacement:**

You must ship defective drive(s) to Western Digital first. Once the defective product(s) are received by Western Digital, the replacement drive(s) will be shipped to you. No credit card is required for this type of replacement type.

### Warranty Services

*Standard Product Replacement for End User*

Phone:  [Numbers Only]

Last Name:

7. In the following window, enter your phone number and your last name. If you have previously used Western Digital online RMA process, the system will locate your shipping information on file. If not, you be asked to enter your shipping address. Click **Continue** to proceed.
8. The summary of your RMA order will be displayed. Carefully check the serial and model numbers on your Western Digital drives and make sure they match the entries on the screen. Then, click **Create RMA** to complete your RMA order.

### Warranty Services

*Standard Product Replacement for End User*

RMA	Serial No	Model No	Shipping Address
<input checked="" type="checkbox"/>	WMANU1224949	WD5000YS-01MPB0 (WD Caviar RE2 SATA Hard Drive)	<b>BIDIA CHAKIA</b> 780 BIRCHMOUNT RD UNIT16 SCARBOROUGH, ON M1K5H4  Phone: 4162612266 E-mail: bidia@i3dvr.ca Fax Number: 4162618406 <a href="#">[update]</a>
<input checked="" type="checkbox"/>	WCANU1124315	WD5000YS-01MPB0 (WD Caviar RE2 SATA Hard Drive)	
<input checked="" type="checkbox"/>	WCANU1890793	WD5000YS-01MPB1 (WD Caviar RE2 SATA Hard Drive)	
<input checked="" type="checkbox"/>	WCANU1084195	WD5000YS-01MPB0 (WD Caviar RE2 SATA Hard Drive)	
<input checked="" type="checkbox"/>	WCAMR3969583	WD3200SB-01KMA0 (WD Caviar RE EIDE Hard Drive)	
<input checked="" type="checkbox"/>	WCASY2490160	WD5002ABYS-01B1B0 (WD RE3 SATA Hard Drive)	
<input checked="" type="checkbox"/>	WCANU1893119	WD5000YS-01MPB1 (WD Caviar RE2 SATA Hard Drive)	
<input checked="" type="checkbox"/>	WCAPW5110025	WD5000ABYS-01TNA0 (WD Caviar RE2 SATA Hard Drive)	
<input checked="" type="checkbox"/>	WCAL76242197	WD2500SB-01KBC0 (WD Caviar RE EIDE Hard Drive)	

Select All | Select None | Select Maximum

Please verify the serial and model numbers of the products for the RMA.

9. Your RMA order number will be displayed in the next window.
  - a. Print this page for your records
  - b. Click on the **Print RMA Label** link on the page and print Western Digital RMA label. Then, attach it to your shipment.
  - c. Make sure to carefully read Western Digital packing guidelines. You must package your defective in accordance with Western Digital guidelines.

## Warranty Services

Standard Product Replacement for End User

**RMA #81254143 has been created.**

You must attach our RMA label on your shipment. Please note that this is NOT a prepaid shipping label. Using our RMA label will expedite your RMA.

**Print RMA Label  
(must be attached to your shipment)**

To continue, please click on one of the following links:

- [Create Another RMA](#)
- [Check warranty status](#)
- [Go to warranty services home](#)

[Printable version of this page.](#)

24 April 2009	Western Digital Return Material Authorization Proforma Invoice / Packing List	RMA #81254143
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Only products and quantities authorized and within attached packaging guidelines will be accepted. Please make sure that your RMA number is visible on 3 sides of the box. Make sure to place each hard drive in its own ESD bag and use a sturdy cardboard box. If this packing list is in error, please contact Western Digital prior to shipment.

All products accepted by Western Digital for RMA processing will not be returned to you. All data on hard drives will be wiped out. Please make sure to backup the data on your hard drive(s) before shipment. Please make sure to read and follow the shipping and packing guidelines specified below. Incorrect shipping methods can cause a delay in processing your RMA.

You agree to hold Western Digital harmless from any loss or damage discovered sixty (60) days after the date of this RMA. This period shall be considered to be a reasonable time within which to make any claim with respect to loss or damage arising out of this transaction.

Replacement drives will be shipped to: **BIDIA CHAKIA**  
780 BIRCHMOUNT RD UNIT16  
SCARBOROUGH ON M1K5H4

10. Your RMA order is now complete. Carefully package defective Western Digital drives in accordance with their shipping guidelines and ship them to Western Digital for prompt replacement.

For more information or with any questions please contact technical support at [support@i3dvr.com](mailto:support@i3dvr.com) or by phone: 1.877.877.7241. Thank you very much for your attention and cooperation.

Best regards,



**Bob Hoang**  
Technical Support and Services  
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