



February 22, 2016

For Immediate Release.

Re: Western Digital Hard Drives, i3 Warranty Changes

To all of our customers and partners;



i3 International prides itself on the high-quality reliable products and innovative software. At i3 International we believe that the safety of our customers' video and intelligent business data is of the utmost importance. This is why we trust only the leaders in digital storage industry and go to great lengths to test a variety of hard drives in combination with our Servers and software.

While we also pride ourselves in the flexibility and high degree of customization of both our hardware and software offerings, the longevity and reliability of our products always take the top priority.

We have previously announced that **only** Western Digital RE-rated hard drives are approved for use with i3's SRX-Pro software (Technical Bulletin #[160208-HW-01](#)), while WD PURPLE and WD PURPLE NV-rated hard drives were not found to meet our stringent criteria for longevity and reliability when used in combination with our software.

WD RE-rated hard drives are designed to handle up to 550 TB per year – the highest workload capability of any 3.5-inch hard drive. With up to 2 million hours MTBF, this high performance drive delivers the highest level of reliability for continuous non-stop operation required for security surveillance environments.

In our effort to ensure continuous reliability of our systems, effective March 1, 2016 (i3 Server serial #163000 and later) we will be changing our Warranty Policy to stipulate that the use of any hard drives other than Western Digital RE-rated hard drives will result in void factory warranty. We are committed to quality and to make this shift more affordable for our customers, we will be providing Western Digital RE-rated hard drives to the buyers of our i3 Servers* as close as possible to our own cost price.

**Note: Special pricing on Western Digital RE hard drive shall apply only when purchased together with an i3 HVR/NVR Server.*

Please contact your Regional Sales Manager if you have any questions.

Please contact technical support if you have any questions or issues.

Email: support@i3international.com

Tel.: 1.877.877.7241

Live Chat: <http://i3chat.i3international.com/chat>

i3 International Inc.
Technical Support and Services

