

# Explore

## Standard Warranty

## Extended Warranty

## Advanced Replacement

## Advanced Replacement + On-site Support



				
Hardware repair	✓	✓	✓	✓
Support via phone	✓	✓	✓	✓
Support via live chat	✓	✓	✓	✓
Support via E-mail	✓	✓	✓	✓
Access to updates of QTS software	✓	✓	✓	✓
Access to community resources	✓	✓	✓	✓
Priority escalation	✗	✗	✓	✓
Advanced hardware replacement	✗	✗	2 days *	Next business day *
On-site service ***	✗	✗	✗	Next business day *
Available options	2/3/5 years	Extend up to 5 years	2/3/5 years	5 years **
Service terms	Terms 	Terms 	Terms 	Terms 

Warranty and Support  Explore		Contact  Us	Contact  Us	Contact  Us
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- \* The shipment cutoff time may affect target response objective timing.
- \*\* An On-site Service plan can only be purchased within 60 days of the initial unit purchase date. A 5-year Advanced Replacement plan is required for purchasing the On-site Service.
- \*\*\* QNAP sends authorized personnel to the installation site after QNAP has isolated the problem and deemed on-site response is necessary.

## Standard Warranty Terms and Conditions

QNAP provides three different levels of warranty service to all of our customers



QNAP offers industry leading free 2 to 5 year limited warranty service on our products. If the standard warranty period is not long enough, QNAP offers optional purchase extended warranty service (QEWS) coverage that will provide warranty for 1, 2, or 3\* additional years. For IT professionals that require more, QNAP Advanced Replacement Service (QARS) is an optional purchase service to expedite hardware replacement.

1. Standard Service Limited Warranty
2. [Optional QNAP Extended Warranty Service \(QEWS\)](#)
3. [Optional QNAP Advanced Replacement Service \(QARS\)](#)

### Limited Warranty

QNAP warrants its products against defects in material and workmanship. Under normal use and service, every hardware portion of the products will be free from physical defects

in material and workmanship during the warranty period, or the product will be repaired or replaced as determined solely by QNAP. QNAP provides a limited warranty for its products only to the person or entity that originally purchased the product from QNAP or its authorized distributor or retailer. QNAP's products are diskless devices, and QNAP makes no warranty of the hard disk installed, or warranty on compatibility of all hard disks and peripheral devices. QNAP will not be liable in any way for the loss of data stored on QNAP products and any damage caused by this.

The following standard warranty rules apply to QNAP products:

- 5 years limited warranty with 3-year global warranty\* inclusive: [Enterprise ZFS NAS series](#), [TDS-16489U](#), [TES-x85U Series](#), [TVS-ECx80U-SAS R2 series](#), [TS-1685](#)
- [Enterprise-class](#) Turbo NAS products carry 3 years limited warranty.
- [SMB](#) and [Home/SOHO](#) Turbo NAS products carry 2 years limited warranty.

\* The global warranty coverage allows users who need warranty services to contact their nearest QNAP retailers or shops for support, not limited to where their NAS was purchased.

Extra warranty period might be provided by QNAP's worldwide dealers/distributors. Please contact your dealer/distributor for the local warranty period. Extended warranty may be offered with extra payment in some countries.

If a product does not operate as warranted above during the applicable warranty period, QNAP shall, at its option and expense (except for shipping cost), repair the defective product or part, deliver to the customer an equivalent product or part to replace the defective item. All products that are replaced will become the property of QNAP. Replacement products may be new or reconditioned.

Warranty does not apply, if:

1. The warranty period is expired,
2. The warranty label is broken or removed,
3. The serial number label is missing or unrecognizable,
4. The product has been modified or repaired by any unauthorized service center or personnel,
5. The defect was subject to abuse, improper use not conforming to product manual instructions, or environment conditions more severe than those specified in the manual and specification.

6. The defect was subject to Force Majeure, such as acts of God, flood, lighting, earthquake, war, vandalism, theft, brownouts or sags (damage due to low voltage disturbances)

If the customer's product is not covered under warranty, QNAP may offer Repair Services under the customer's payment.

### **Repair Service**

Warranty and out of warranty service should be obtained by contacting the system integrator/dealer/retailer/e-retailer or distributor where the customer purchased the product. When requesting for service, the proof of purchase and the product serial number must be provided. The return of the defective product should be strictly through the original route of purchase, and the customers shall pack the product appropriately to prevent the returned product from suffering in the transportation.

There are no user serviceable parts inside the product. Do not allow any unauthorized service center or personnel to repair or modify the product. If the original channel is no longer in business or unavailable, the customer may contact QNAP Technical Support for international RMA services. In this case, the customer will be charged for handling fee, \$50 (USD), and all fees incurred, including two ways freight, duties, taxes and brokerage fee.

It is customer's sole responsibility to back up his/ her data. Before allowing any service from QNAP or its service provider, including remote login check and repairing service, the customer must back up the data and remove any of the customer's confidential, proprietary or personal information. Neither QNAP nor its service provider will be liable for any damage, loss and exposure of confidential or private information or data contained in any product, hardware, software or media.

### **DISCLAIMER OF WARRANTY**

#### **WARRANTIES EXCLUSIVE**

IF THE QNAP PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, THE CUSTOMER'S SOLE REMEDY SHALL BE, AT QNAP'S OPTION, REPAIR OR REPLACEMENT. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. QNAP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION MAINTENANCE OR USE OF QNAP'S PRODUCTS.

QNAP SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY CUSTOMER'S OR ANY THIRD PERSON'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, OR OTHER HAZARD.

#### **LIMITATIONS OF LIABILITY**

UNDER NO CIRCUMSTANCES WILL QNAP, ITS SERVICE PROVIDER OR EITHER'S AFFILIATES, EMPLOYEES, OFFICERS, DIRECTORS OR AGENTS BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES, WHETHER FORESEEABLE OR UNFORESEEABLE, (INCLUDING, BUT NOT LIMITED TO), CLAIMS FOR LOSS OF DATA, GOODWILL, INCONVENIENCE, DELAY, PROFITS, USE OF MONEY OR USE OF THE QNAP PRODUCTS, INTERRUPTION IN USE OR AVAILABILITY OF DATA.

QNAP'S AND THE SERVICE PROVIDER'S ENTIRE LIABILITY AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR CLAIMS RELATED TO OR ARISING OUT OF THESE TERMS AND CONDITIONS FOR ANY CAUSE AND DESPITE THE FORM OF ACTION, WHETHER IN CONTRACT OR IN TORT, STATUTORY OR OTHERWISE, INCLUDING NEGLIGENCE AND STRICT LIABILITY, WILL NOT EXCEED THE AMOUNT OF THE PURCHASE PRICE PAID. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF CUSTOMER HAS ADVISED QNAP OR ITS SERVICE PROVIDER OF THE POSSIBILITY OF ANY SUCH DAMAGES.

THESE TERMS AND CONDITIONS GIVES CUSTOMER SPECIFIC LEGAL RIGHTS. CUSTOMER MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. CUSTOMER IS ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF CUSTOMER'S RIGHTS. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THESE TERMS AND CONDITIONS MAY NOT APPLY TO CUSTOMER.