



AFTER SERVICE PROCESS & PROCEDURE

Storage Products Business Department

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1 Purpose

The purpose of this process is designed for Seagate, Western Digital and Toshiba 3rd party services company to perform verification on Hard Disk Drive efficiently and correctly.

This Return Policy applies to all TB Storage on-selling products, including but not limited to Seagate, Western Digital, Toshiba, Intel, Broadcom..

2 Definition of Terms – A Toshiba Hard Drive Disk as an example

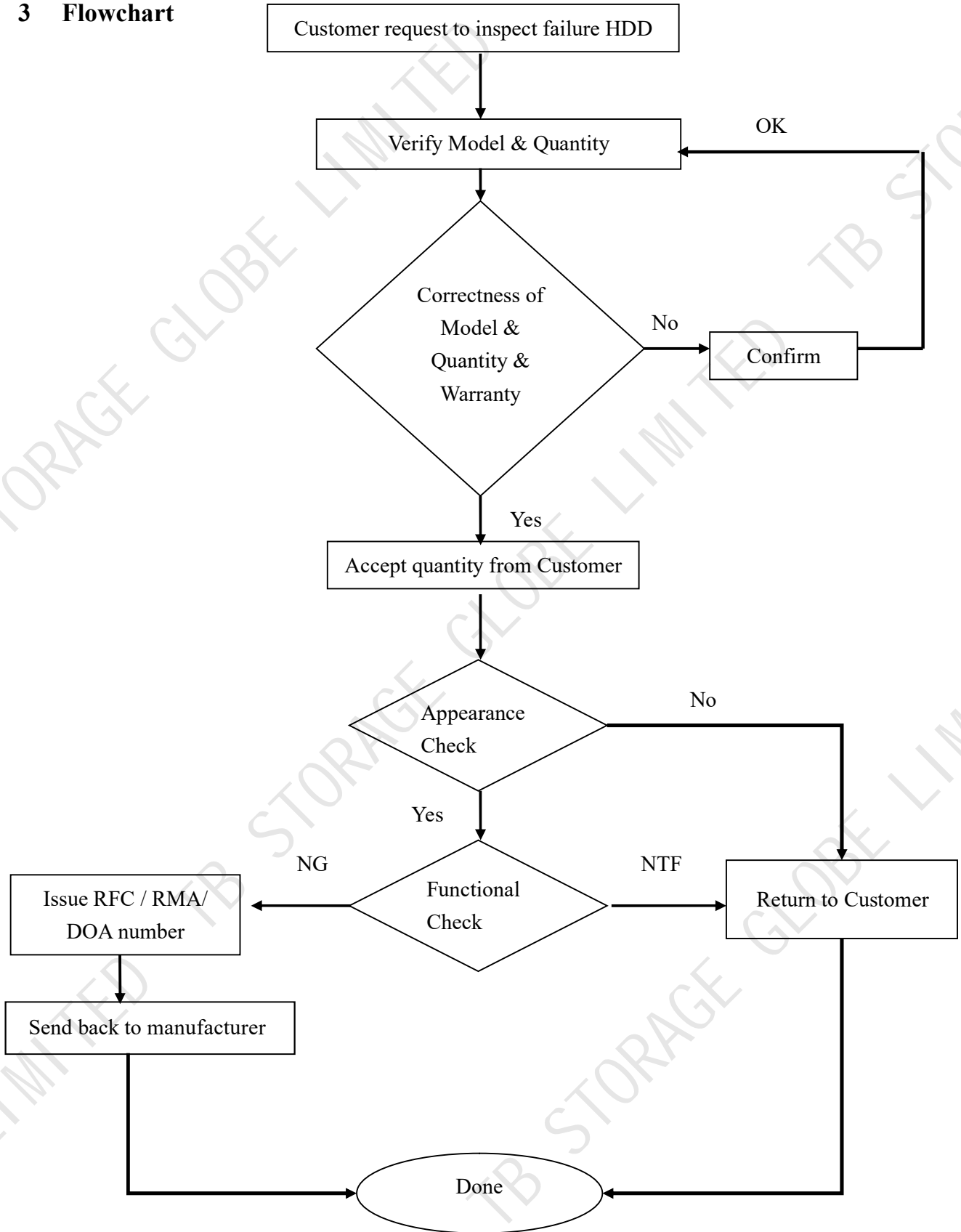
- Appearance Check – Any physical damaged to the product that is due to customer handling.
- Warranty Check



TOSHIBA S/N Interpretation				
DIGIT NO.	DEFINITION	CHARACTER		
1	Month	Jan-1	May-5	
		Sep-9	Feb-2	Jun-6
		Oct-X	Mar-3	Jul-7
		Nov-Y	Apr-4	Aug-8
		Dec-Z		
2	Year (last digit)	ex. 0 - 2010		

Ex: **70**AZB064B → The manufacture date is July 2010.

3 Flowchart



4 Verify Model & Quantity

- Check Model name on the Top Cover of the HDD
- Check the quantity receive from Customer

Figure 3.1



1. Model Number

2. Serial Number

5 Appearance Check

Physical damage contents and judgment are mentioned as below. If the damage occurs, engineer needs to take photos as evidence, and the product's warranty is voided.

Category	Judgment
A) Label	O — Accept for RMA X — Reject for RMA
B) Top Cover	
C) Connector	
D) Base	
E) Media	
F) PCBA	
G) Others	

A) Label

(1) Module label missing



(2) Unreadable barcode



Acceptable, if readable by Barcode Reader or Visual

(3) Unreadable Serial No.



Acceptable, if readable by Barcode Reader or Visual

(4) Lifted label



(5) Detached or peeled product label



(6) Label on top screw broken



(7) Sticker broken



(8) Sticker missing



(9) Sticker on top screw slight deformed



(10) Cover breathing hole



(11) Partially broken drive label (Label contents can be readable)



(12) Partially broken drive label (Label contents can NOT be readable)



(13) Handwriting on label

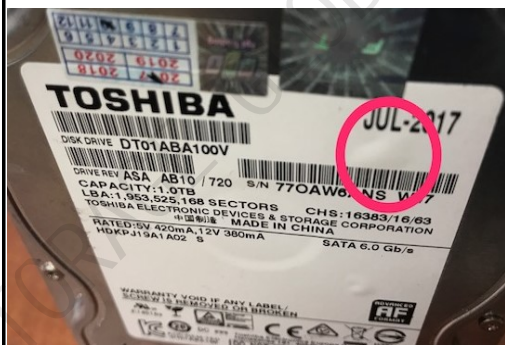


Unacceptable, if label contents cannot readable

(14) Missing seal on cover/base



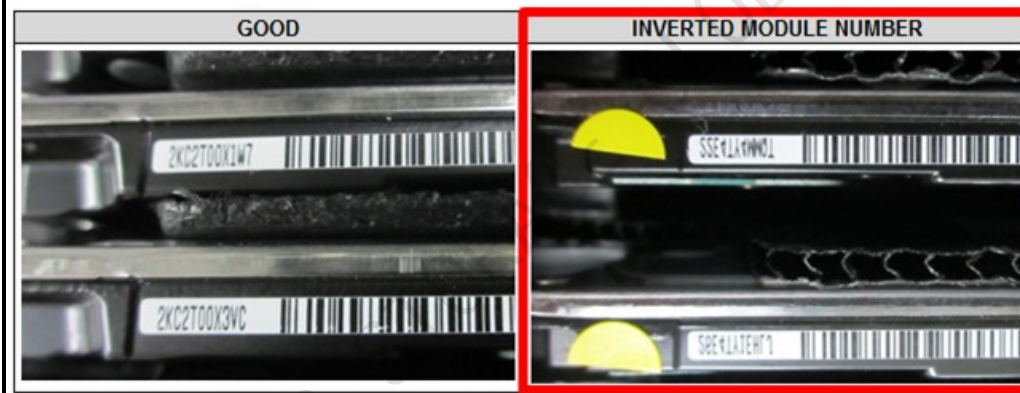
(15) Label bulged



(16) Mismatch of Serial No. and Module No.

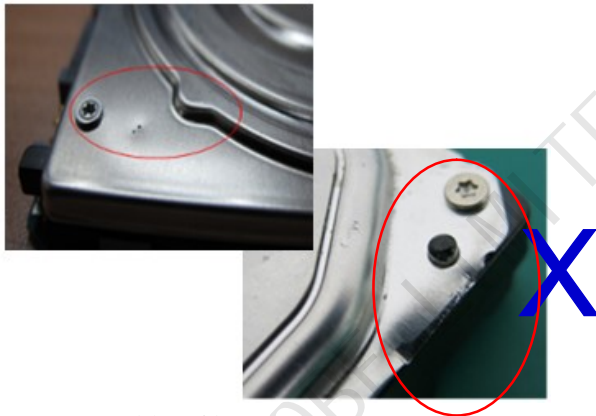


(17) Inverted Module No.



B) Top Cover

(1) Dent



Unacceptable, If heavy dent

(2) Minor deform



Unacceptable, If media is broken

(3) Scratch



Unacceptable, If deep visible and terrible scratch

(4) Additional Screw



(5) Rusty on cover



(6) Adhesion glue on cover



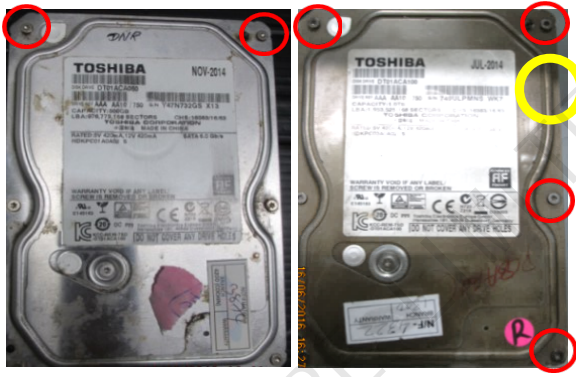
(7) Missing screw



(8) Loosened screw



(9) Rusty screw



(10) Damages caused by liquid (Polluted by acid or others.)

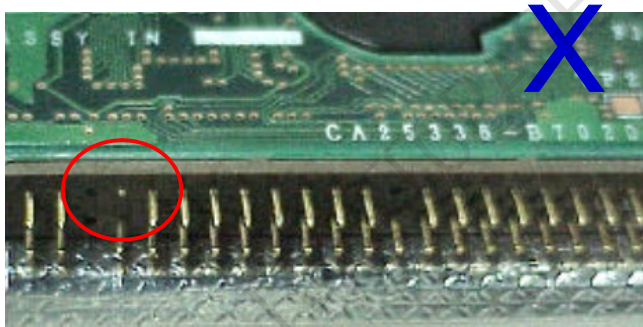


(11) Damaged lock

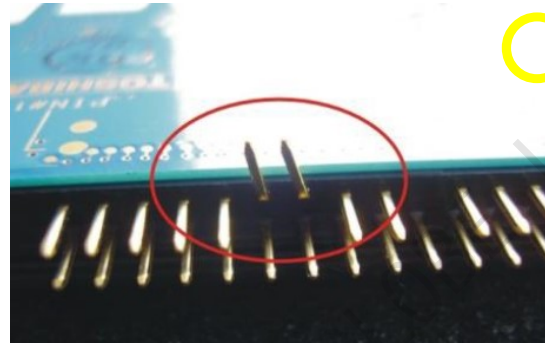


C) Connector

(1) Missing pin



(2) Bent pins

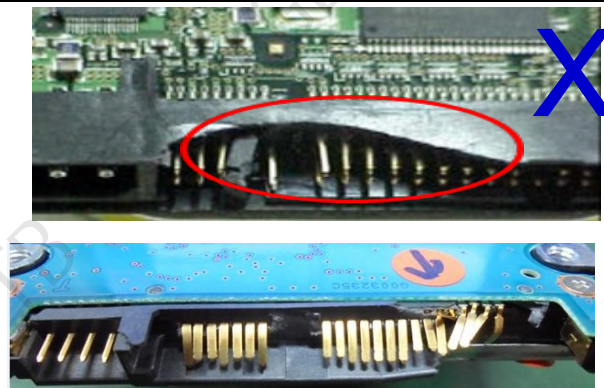


Unacceptable, If severe condition

(3) Rust/Oxidation on pins



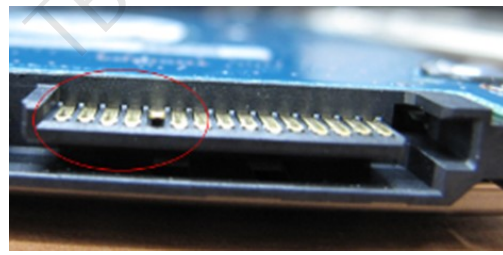
(4) Heavy broken/ Connector missing



(5) Slight crack



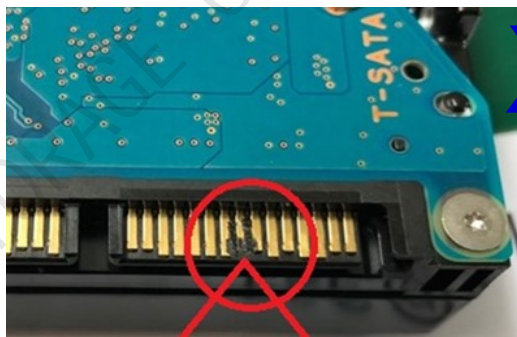
(6) Slight lifted pin



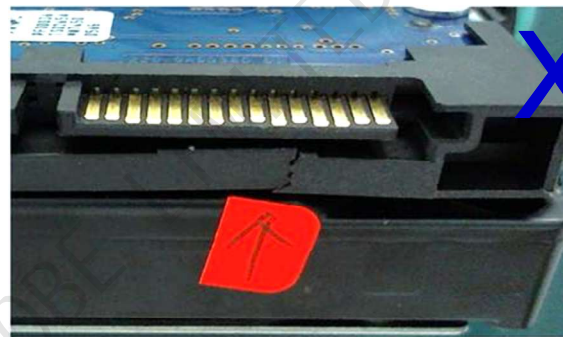
Unacceptable, If severe condition



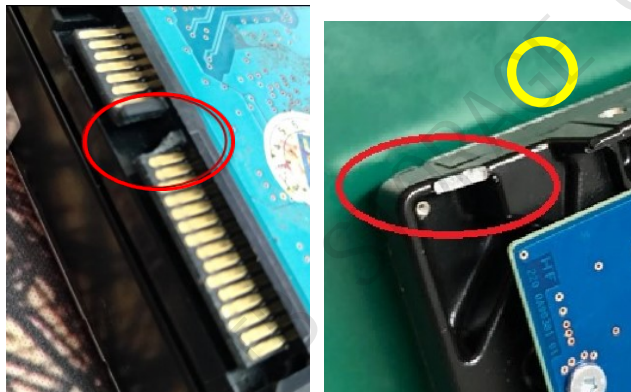
(7) Burnt pins



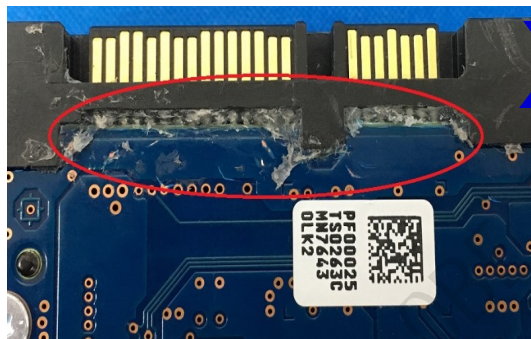
(8) Broken



(9) Slight broken



(10) Glue on connector

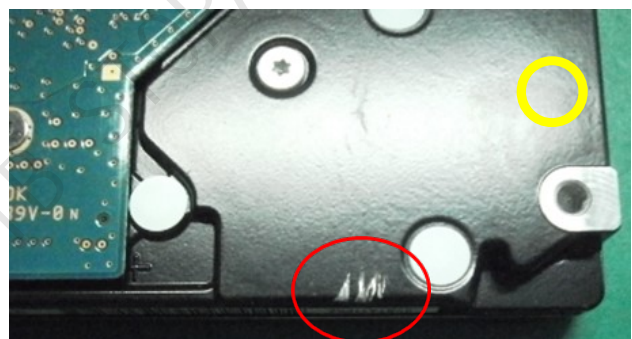


D) Base

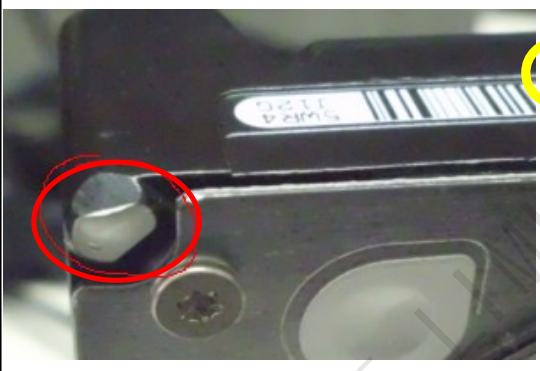
(1) Damaged screw hole



(2) Slight Scratch



(3) Corner dent



(4) Broken screw



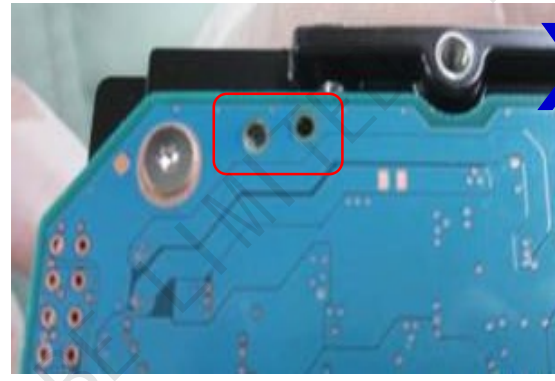
X

(5) Stain



X

(6) Broken(Missing) Pin Guide



X

E) Media

(1) Broken media

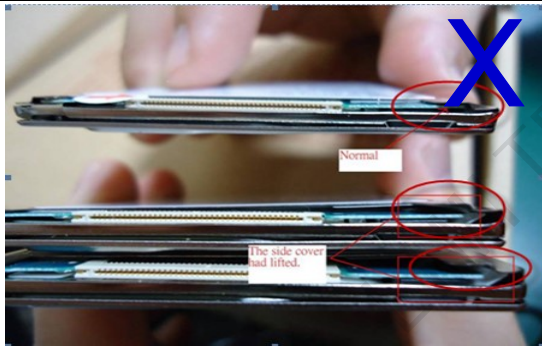


X

You can hear the sound of broken media when you tilt the drive.

F) PCB

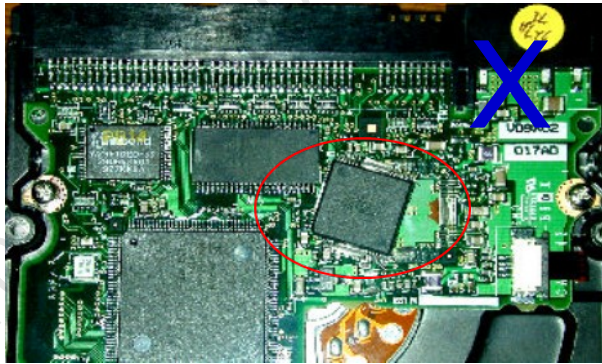
(1) Lifted side cover



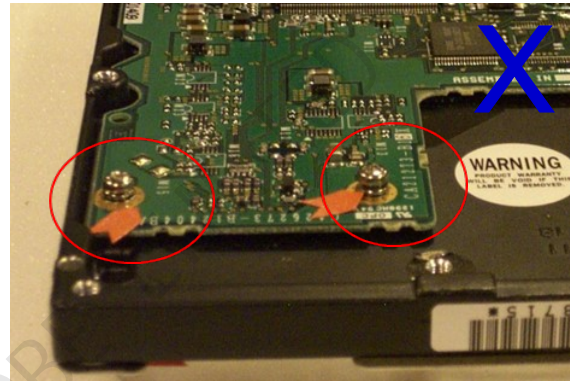
(2) PCB damage (hardware damage)



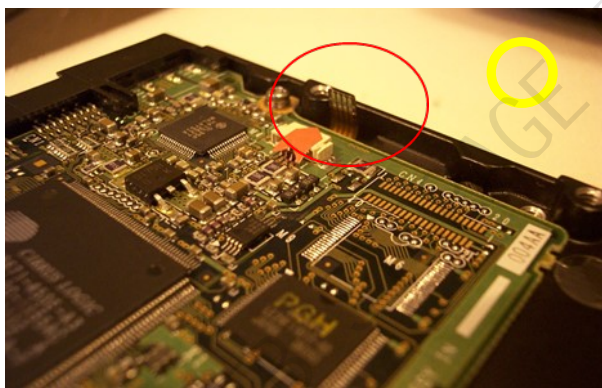
(3) Lifted / Miss-aligned Component



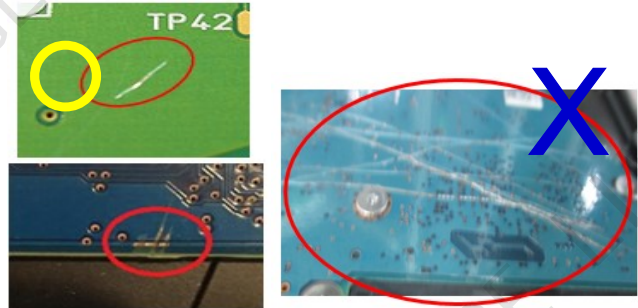
(4) Loose screw



(5) Disconnected FPC

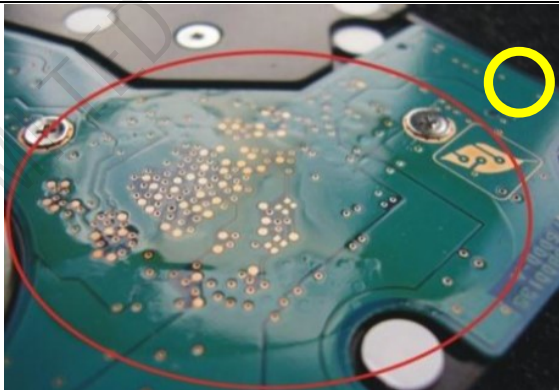


(6) Scratch

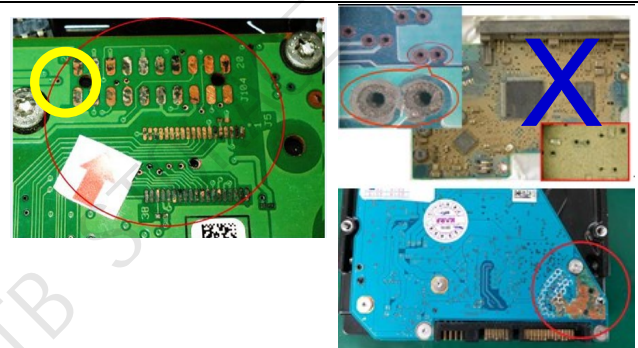


Heavy Scratched PCB with damaged circuitry is unacceptable.

(7) Damages caused by liquid

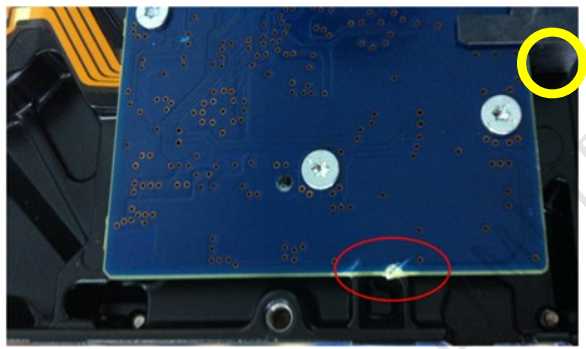


(8) Moldy/ Rust/ Corrosion on PCB



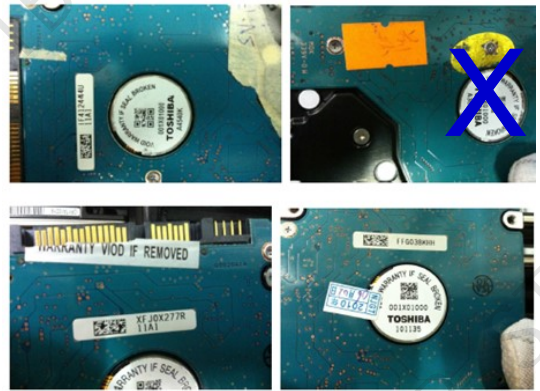
Unacceptable, If severe condition

(9) Dent on PCB



Unacceptable, If damage is severe or in a circuit

(10) Stickers/ Sponge/ Additional materials on PCB



(11) Dirt / Stain on PCB



(12) Detached, peeled or missing motor seal

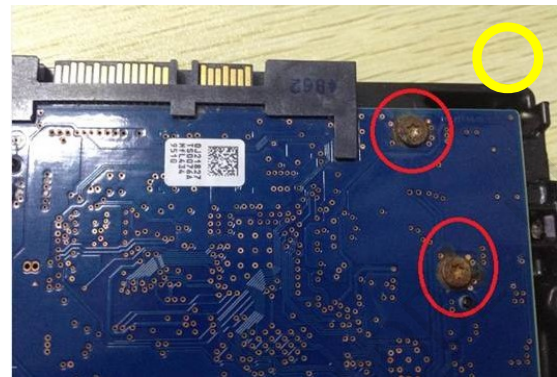


(13) PCB burnt, discoloration

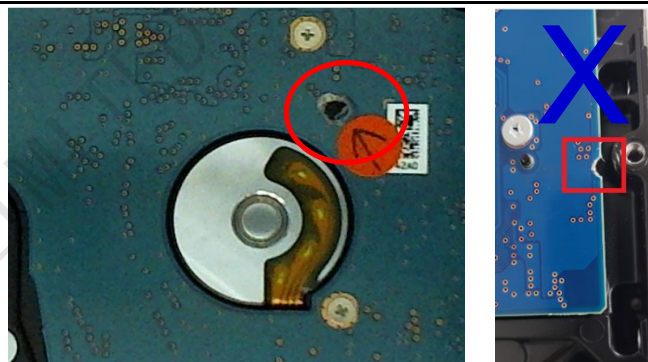


Unacceptable, If severe condition

(14) Rusty screw on PCB



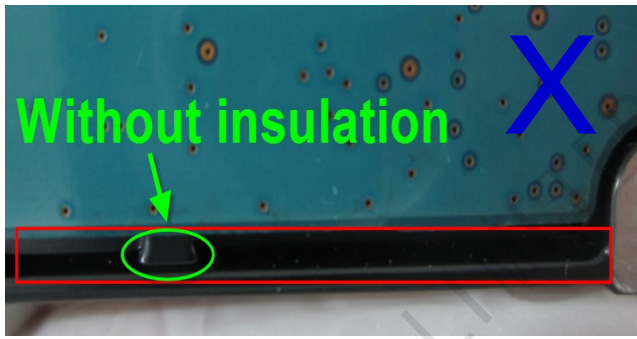
(15) PCB broken



(16) Adhesion glue on PCB

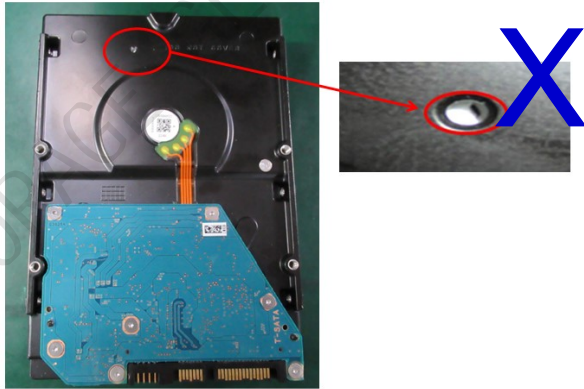


(17) NO Insulation sheet

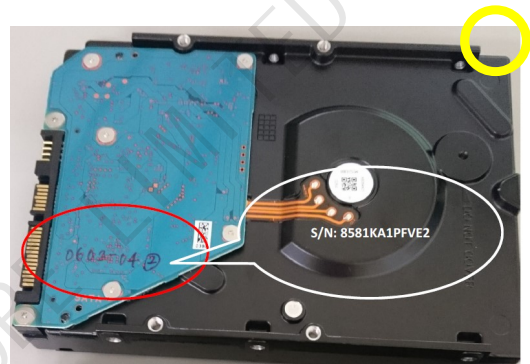


Mobile HDD (X2111): All models with Insulation sheet
Desktop HDD (X2211): Only 2/3TB with Insulation sheet

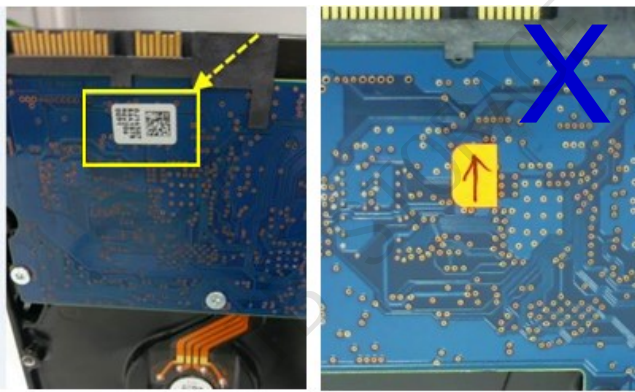
(18) Damaged breathing filter



(19) Handwriting on PCB



(20) Missing PCB barcode sticker

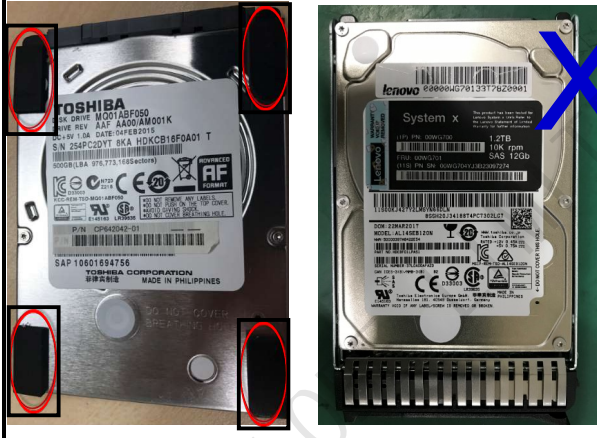


(21) Lifted PCB barcode sticker

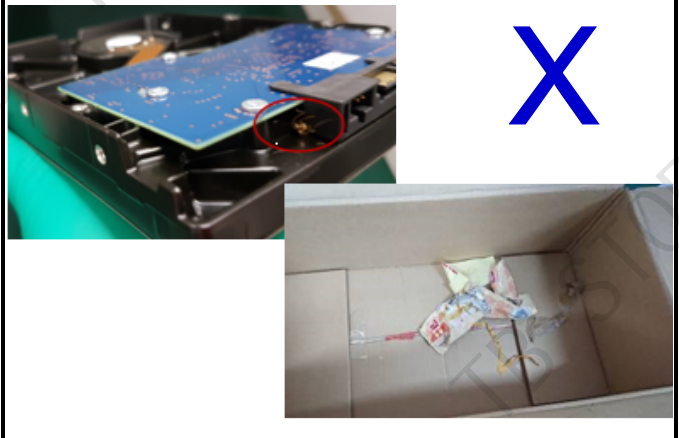


G) Others

(1) Affixed Casting Cover/ Sponge/ Additional materials

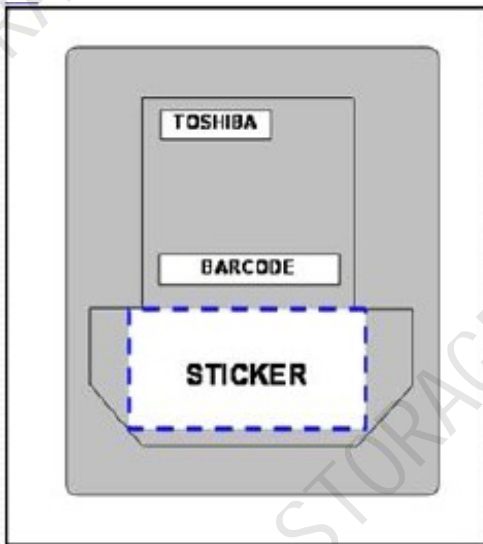


(2) Leftover food/ Wrappers/ Insect (e.g. cockroach)



- Acceptable Sticker Area:

Area for customer to attach their own label is in the front cover of drive's label where Model No., P/N, S/N, and barcode are not covered.



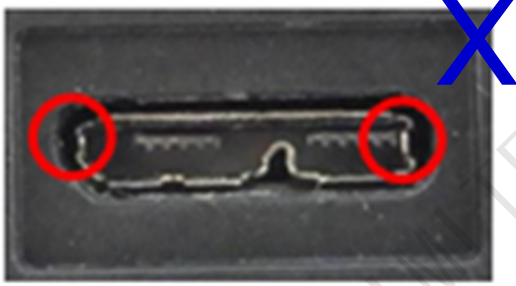
6: Appearance Check for External-drive (Canvio)

Category	Judgment
A) Connector	O — Accept for RMA X — Reject for RMA
B) Cover	
C) Base	

A) USB connector

<p>(1) USB Port Fully Inserted</p>  <p>USB connector has been pushed into the enclosure and is off set or lost.</p>	<p>(2) USB connector appears outside of a cover</p> 
<p>(3) Damaged USB Terminal</p>  <p>Damage of Terminal</p>	<p>(4) Damaged USB Connector</p>  <p>No terminal of USB connector.</p>
<p>(5) Misaligned USB Port</p>  <p>PCBA and connector were deformed.</p>	<p>(6) Misaligned USB Port</p>  <p><i>Acceptable, if the power-jack can be inserted.</i></p>

(7) Damaged USB Connector



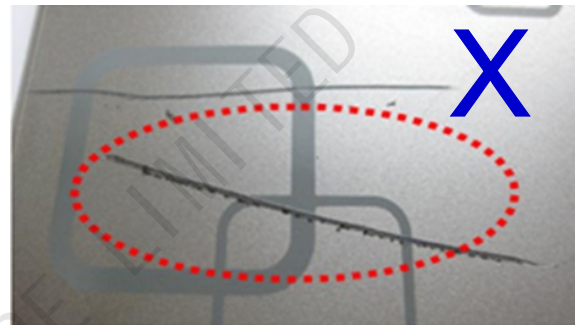
The USB cable can't be connected to the CANVIO Desk due to the side flanges were bent inward.

B) Cover

(1) Minor Scratch

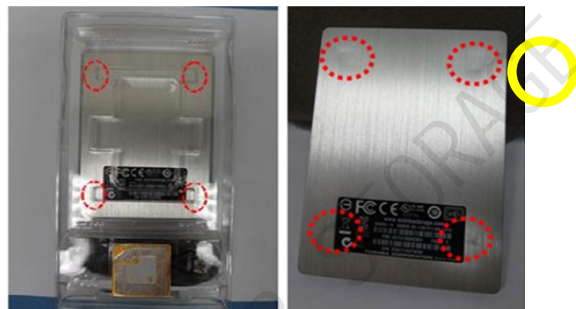


(2) Scratched Case



The enclosure has been scratched intentionally.

(3) Minor Dented



Rejected, if the aluminum case was dented other than 4 rounds.

(4) Slightly Open



Enclosure has been opened by end user.

C) Base

(1) Rubber Lost



7 Packaging Guidelines

Due to mis-packing of RMA returned drives could affect the NTFS result, customer has to obey following principle to prevent vibration and shock during transportation.

- Standard Packaging

- (1) Re-used boxes can be utilized.
- (2) Cushion/separator and Top cover must be provided.
- (3) HDD must be put in anti-static bag (ESD bag).
- (4) HDD cannot touch one another.
- (5) No clearance between HDD and separator, neither between separator and carton.
- (6) No clearance between HDD and inner cover, neither between inner cover and carton.



ESD bag



Properly packed HDDs with ESD bag, separator, inner cover & carton.



Unacceptable shipment. This will be rejected and returned to customer at their own cost.

- Labelling

A label outside the box must be placed with the following details:

- (1) RFC/RMA Number
- (2) HDD Quantity inside the box
- (3) Carton Sequence Number

