



SUPER SWAP 1600

USER MANUAL

Version 1.0a



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Recommendations

In the manual, the appearance of products made by other companies, including, but not limited to software, servers and disk drives, is for the purpose of illustration and explanation only. Promise Technology does not recommend, endorse, prefer or support any product made by another manufacturer.

Radio Frequency Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and, if not installed and used in accordance with the instruction may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult Promise Technology, Inc. or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Note Only digital device equipment CERTIFIED CLASS B should be attached to this equipment and that must have shielded cables.

Power Supply Notice

Promise Technology recommends that you compare the capacity of your Power Supply against the wattage required by your PC plus the disk drives you plan to install in the SuperSwap 1600. Upgrade your Power Supply if necessary.

Do not use a Y-connector to share power between the SuperSwap 1600 and another device.

Attach each SuperSwap 1600 power connector directly to the Power Supply.

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Chapter 1: Introduction

- About This Manual, below
- Overview (page 2)
- Specifications (page 3)
- Key Features (page 3)
- Check the Fit of Your SATA Disk Drives (page 4)

Thank you for purchasing Promise Technology's SuperSwap 1600 internal disk drive enclosure.

About This Manual

This *User Manual* describes how to setup, use and maintain the SuperSwap 1600 internal disk drive enclosure.

This manual includes a full table of contents, chapter task lists, and cross-references to help you find the specific information you are looking for.

Also included are four levels of notices:



Note

A *Note* provides helpful information such as hints or alternative ways of doing a task.



Important

An *Important* calls attention to an essential step or point required to complete a task. Important items include things often missed.



Caution

A *Caution* informs you of possible equipment damage or loss of data and how to avoid them.



Warning

A *Warning* notifies you of probable equipment damage or loss of data, or the possibility of physical injury, and how to avoid them.

Overview

The SuperSwap 1600 drive enclosure installs easily into a 5.25-inch component bay in your personal computer or workstation. The SuperSwap 1600 drive carrier and enclosure enable you to add a 3.5-inch or 2.5-inch form factor Serial ATA (SATA) disk drive or Serial Attached SCSI (SAS) disk drive to your system.

SuperSwap 1600 also allows you to easily swap your disk drives in and out of your computer, without the hassle of opening and closing your computer cabinet.

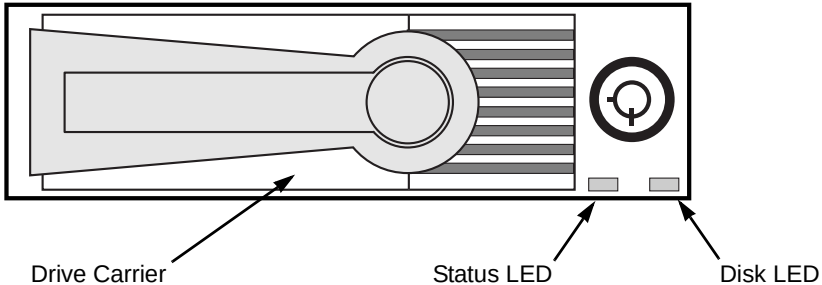


Figure 1. SuperSwap 1600 Front View

SuperSwap 1600 accepts only Serial ATA and SAS disk drives. It does not support (Parallel) ATA or SCSI disk drives.

When used with Promise Technology Serial ATA RAID 0, 1, 5, or 10 products, such as the FastTrak SX4300, SuperSwap 1600 allows you to hot-swap a failed drive without powering down the system while fully protecting disk drive and internal system components.

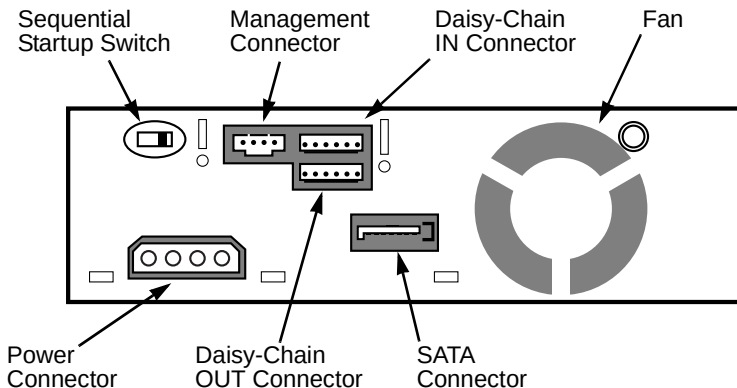


Figure 2. SuperSwap 1600 Rear View

Specifications

- Fits most 3.5-inch and 2.5-inch form factor SATA and SAS disk drives
- Occupies one 5.25-inch component bay in PC chassis
- Standard Serial ATA interface
- Built-in Array Status and Drive Activity LED indicators
- Dedicated cooling fan
- Durable metal construction
- Fully-ventilated drive carrier
- Unique handle design automatically disengages drive
- Housing Assembly dimensions (HWD): 1.65 x 5.75 x 8.25 inches (42 x 146 x 209.6 mm.)
- Drive Carrier dimensions (HWD): 1.07 x 4.21 x 6.81 inches (27.2 x 107 x 173 mm)
- Operating temperatures: 32° to 110°F (0°C to 45°C)
- Operating humidity: 5% to 95% non-condensing

Key Features

- Supports 1.5 Gb/s and 3.0 Gb/s SATA disk drives
- Supports standard 7,200 rpm and 10,000 rpm SATA disk drives
- Supports standard 10,000 rpm and 15,000 rpm SAS disk drives
- Combine with Promise Serial ATA RAID products to provide striping (RAID 0), mirroring (RAID 1), distributed parity (RAID 5), and mirroring/striping (RAID 10) at the hardware level
- Supports Promise Serial ATA RAID products
- Supports hot-swapping of disk drives
- Status LED indicates high-level condition of the disk drives
- Activity LED displays during normal disk drive activity
- Allows auto-sensing of SATA/SAS drive and implementation of 150MB/sec or 300MB/sec burst transfers
- Supports Web-Based Promise Array Management (WebPAM) software when using a Promise RAID controller, such as FastTrak SX4300
- Supports up to eight daisy-chained SuperSwap 1600 enclosures

Check the Fit of Your SATA Disk Drives

Some of the early 3.5-inch, 1.5 Gb/s SATA disk drives may not be compatible with SuperSwap due to the mechanical design of the disk drive.

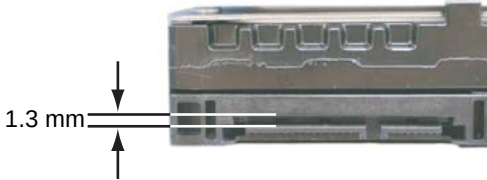


Figure 3. SATA data/power connector clearance

If you plan to install your current 3.5-inch, 1.5 Gb/s SATA drives into the SuperSwap enclosure, check the clearance above the SATA data/power connector. See Figure 3.

- If the clearance is *at least* 1.3 mm, the drive will fit properly into the SuperSwap enclosure.
- If the clearance is *less than* 1.3 mm, the drive will *not* fit properly. Do not install this disk drive into your SuperSwap.

All 3.0 Gb/s SATA drives fit properly into the SuperSwap enclosure.

Chapter 2: Installation

- Unpack your SuperSwap 1600 (below)
 - Install the Enclosure (page 6)
 - Install a Disk Drive (page 11)
 - Remove a Disk Drive (page 17)
 - View SuperSwap in WebPAM (page 18)
-

Unpack your SuperSwap 1600

The SuperSwap 1600 box contains the following items:

- | | |
|--|---|
| • SuperSwap Drive Enclosure | • (4) Screws to attach a 3.5-inch disk drive to the drive carrier |
| • Drive Carrier | |
| • <i>Quick Start Guide</i> | • (8) Screws to mount Enclosure into PC chassis |
| • 3-pin to 3-pin SMBus Cable (SATA II compliant) | • (2) Keys |
| • 6-pin to 6-pin Daisy Chain Cable | • Product CD with <i>User Manual</i> |



Warning

SuperSwap 1600, like other parts of your system, is subject to damage by static electricity. Be sure that you are properly grounded (Promise recommends that you wear an anti-static strap or touch a grounded object) and that you unplug your system before installing SuperSwap 1600 or handling its components.



Caution

The SuperSwap 1600 ships with the drive carrier locked inside the enclosure. Use the key to unlock the enclosure before you attempt to slide out the drive carrier for the first time.

There are two phases to install the SuperSwap 1600 into your computer:

- Install the enclosure in your computer chassis
- Install a disk drive in the drive carrier

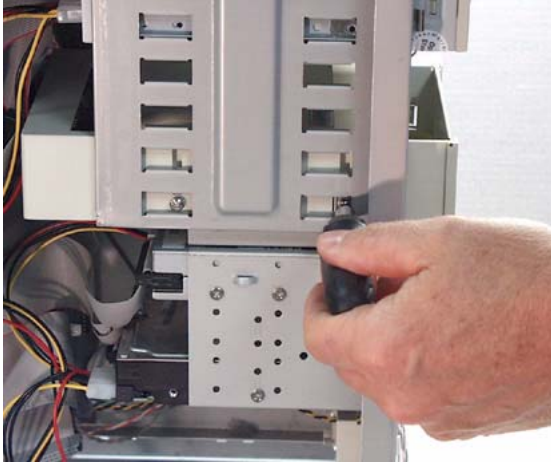
Install the Enclosure

To install the enclosure in your computer chassis, follow these steps:

1. Power down your computer and unplug the power cord.
2. Remove the computer cover.
3. Identify a free 5.25-inch drive bay and remove any bezel covering it.
4. Remove the drive carrier from the SuperSwap 1600 enclosure and set the carrier aside.



5. Carefully slide the SuperSwap 1600 enclosure into the drive bay.
6. Align the front of the housing assembly with the front of your computer.

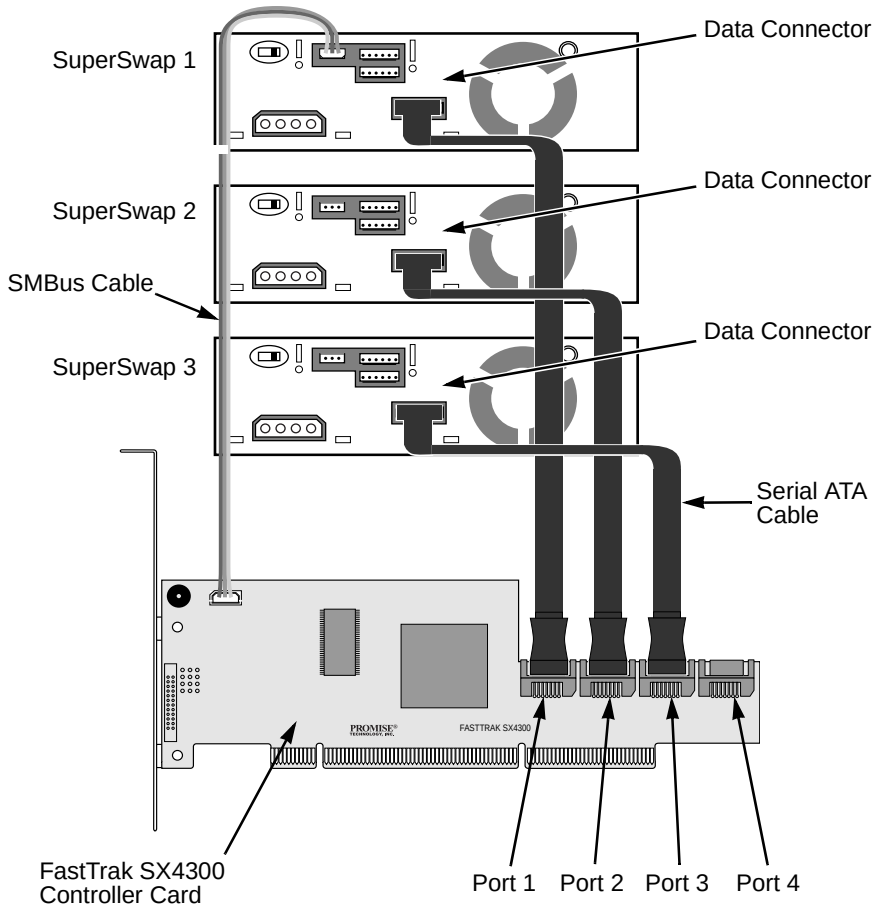


7. Install and snug the four screws into the four threaded mounting holes (two on each side) of the housing assembly.



Note

If you are installing more than one SuperSwap 1600 into the same computer chassis, install the other SuperSwap now before making any cable connections.

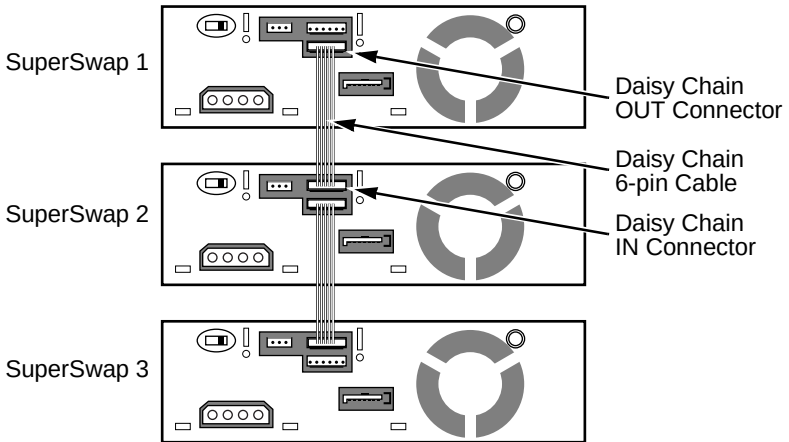


8. Connect a SATA or SAS data cable from your SATA or SAS Controller card to the data connector on the SuperSwap enclosure.

Promise recommends connecting the data cables in Port number order. For example, Port 1 on the FastTrak controller card connects to the top SuperSwap enclosure. Port 2 connects to the second enclosure, and so on, as shown above.

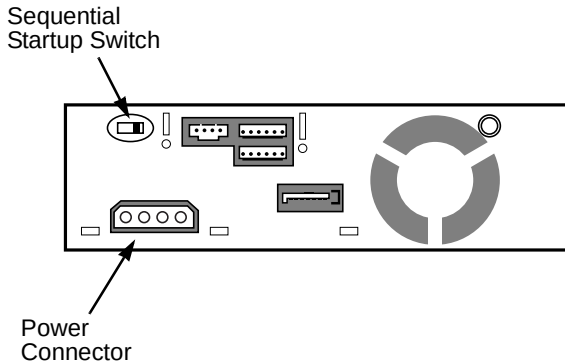
This arrangement makes it easy to remember which drive is on which channel when you replace or reassign the drives.

9. Connect the 3-to-3 pin SMBus cable from the Management connector on the FastTrak or SuperTrak Controller card to the Management connector on the back of the housing assembly.



10. Optional. If you are installing multiple SuperSwap 1600s, install a 6-pin daisy-chain cable from the daisy-chain OUT connector of the first SuperSwap to the daisy-chain IN connector of the second.

You can daisy-chain up to eight SuperSwap 1600 enclosures.



11. Connect one of your computer's internal power cables to the power connector on the back of the SuperSwap enclosure.
Provide a direct connection to the power supply for each SuperSwap enclosure you install.



Cautions

- Promise Technology recommends that you compare the capacity of your Power Supply against the wattage required by your PC plus the disk drives you plan to install in the SuperSwap 1600 enclosures. Upgrade your Power Supply if necessary.
 - Do not use a Y-connector to share power between the SuperSwap 1600 and another device or to share power among multiple SuperSwap 1600 enclosures.
-

12. Set the Sequential Startup switch to ON. See "Sequential Startup Option," below.
13. Replace the computer's cover and reinstall the power cord.

Sequential Startup Option

Sequential Startup enables SuperSwap to start one disk drive at a time in order to eliminate a sudden heavy draw on the computer's power supply. The switch is located on the back of the SuperSwap enclosure (see above). ON is to the left, OFF is to the right.

The ON setting causes SuperSwap to wait two seconds before spinning up its disk drive. The delay can be longer, depending on the settings of any other SuperSwaps you have installed.

The OFF setting causes SuperSwap to spin up its disk drives when the power comes on.

Promise recommends setting the Sequential Startup on the first SuperSwap to OFF. The first SuperSwap is the one with the Management connection to the FastTrak Controller card.

Hot Swap Drive

The Promise SuperSwap 1600 enables hot swapping of disk drives. Hot swapping means you can remove a drive while your system is operating and replace it with another. You perform a hot swap when one of the drives has failed and needs replacement. The WebPAM Software reports drive problems and identifies which drive, by Channel (Port) number, needs replacement.

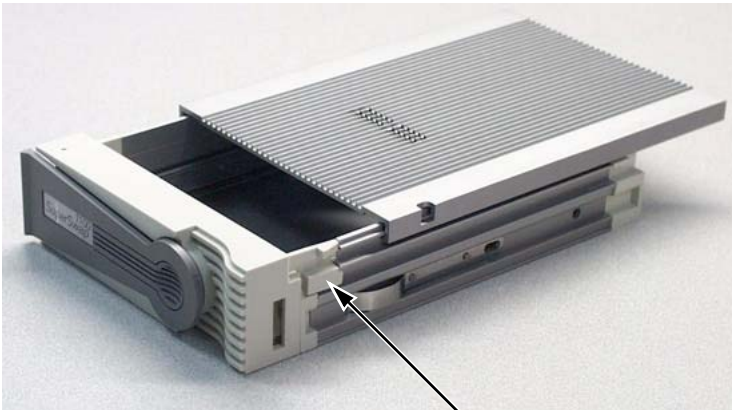


Caution

In all other cases, before you remove or install a disk drive, power down your system and ground yourself. Failure to do so may result in damaging the drive, the controller card or other components and could result in data loss.

Install a Disk Drive

3.5-inch Drive



Cover Release Button

1. Press the release button and slide the cover off the drive carrier.



2. Carefully place a SATA or SAS disk drive into the drive carrier and slide it all the way to the back.
3. Install and tighten the four mounting screws to secure the disk drive in the drive carrier.



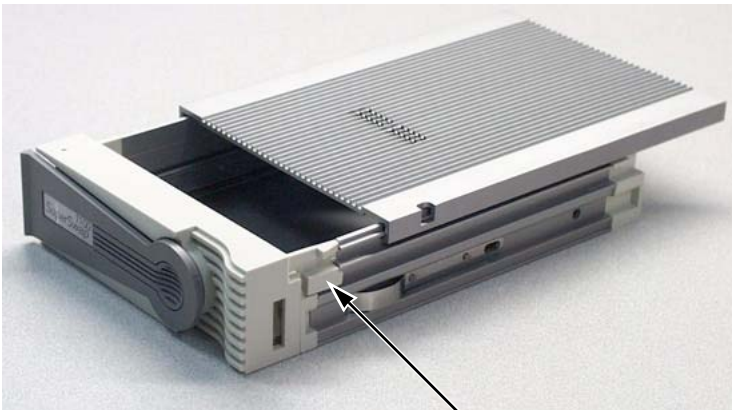
4. Slide the cover onto the drive carrier.

2.5-inch Drive

For 2.5-inch disk drives, Promise provides an installation kit, sold separately as a spare part, consisting of the following items:

- (1) bracket
- (2) short round-head screws
- (1) countersink screw

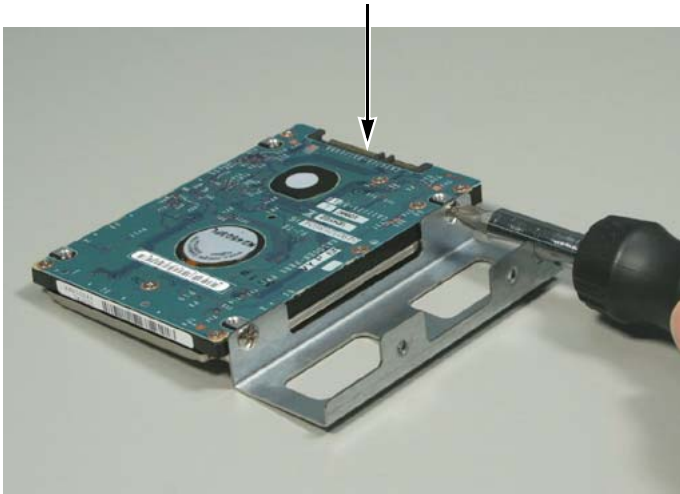
To install the 2.5-inch disk drive, you will also use two of the four screws that came with the SuperSwap enclosure.



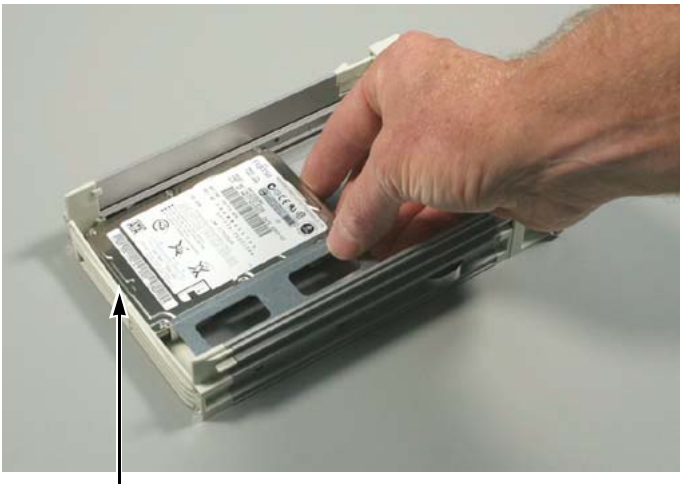
Cover Release Button

1. Press the release button and slide the cover off the drive carrier.

Data and power connectors

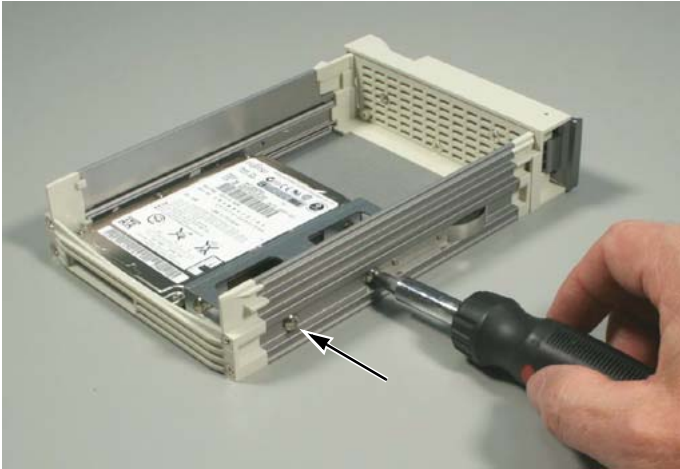


2. Attach the bracket to the side of the disk drive, using the *short* round-head screws (that came with the kit). Be sure you install the bracket on the correct side of the disk drive, as shown above.



Data and power connectors

3. Carefully lay the disk drive and bracket into the drive carrier. Be sure the data and power connectors face out though the slot in the carrier.



4. Install two *long* round-head screws (that came with the SuperSwap) through the holes in the side of the drive carrier to attach the bracket.
Do not tighten the screws at this time.



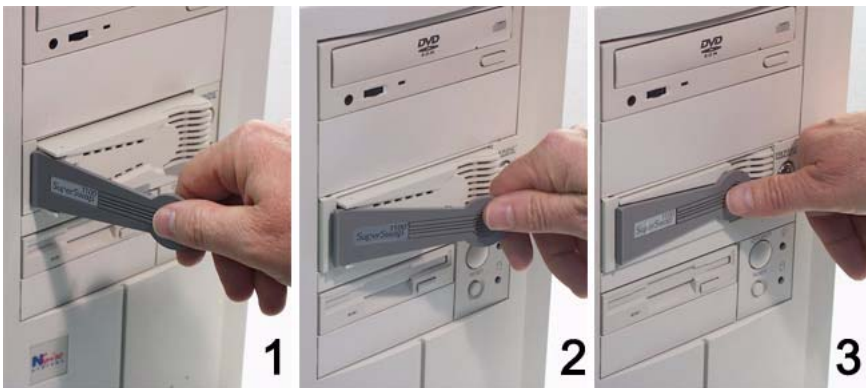
5. Carefully turn the drive carrier over and support the disk drive and bracket. Install the countersink screw (that came with the kit) through the hole in the bottom of the drive carrier, to attach the disk drive. Gently tighten the screw.



6. Carefully turn the drive carrier over and tighten the screws attaching the bracket.
7. Slide the cover onto the drive carrier.

Install Drive Carrier into Enclosure

1. Carefully slide the drive carrier into the housing assembly with the handle turned out all the way.



2. As the carrier snaps into place, the handle will swing inward.
3. Press the handle flat against the drive carrier to fully seat it.



Locked



Unlocked

4. Insert the key and turn it 90 degrees clockwise to lock the drive carrier in the enclosure.



Note

The previous generation of SuperSwap enclosures used the key lock to activate power as well as secure the drive carrier. SuperSwap 1600 uses the key lock only to secure the drive carrier. Power is available at all times, in order to comply with SATA requirements.

Remove a Disk Drive

1. Pull the drive carrier handle out and swing it to the left.
2. Pull the drive carrier out of the SuperSwap enclosure.
3. Remove the screws attaching the disk drive to the drive carrier.
4. Lift the disk drive from the drive carrier.
5. For 2.5-inch disk drives, remove the bracket from the drive.
6. Reinstall the disk drive as described under *Install a Disk Drive*, above.

View SuperSwap in WebPAM

You can combine SuperSwap 1600 with a Promise FastTrak RAID Controller and WebPAM RAID management software on your PC. WebPAM provides a graphic user interface (GUI) for array management and enclosure monitoring.

Enclosure Information		Help
Information		
✓ Basic Information		
Enclosure Type	SuperSwap 1600	
Fan Speed(RPM) (normal range >= 2000 RPM)	Fan1 - 6108 RPM	
Temperature(°C/°F) (normal range <= 52°C/125.6°F)	22.0°C / 71.6°F	
Power Status 12V (11.4V <= normal range <= 12.96V)	12.02V	
Power Status 5V (4.75V <= normal range <= 5.25V)	5.10V	

The screen above appears when you click the SuperSwap  icon in WebPAM. It reports fan speed, enclosure temperature, power status, and the status of the disk drives in the SuperSwap enclosure.

While the LEDs on the front of the SuperSwap 1600 indicate general conditions, WebPAM reports specific values. The Disk window shows the carrier position in SuperSwap enclosure and the controller port to which each disk drive is connected. This feature helps you identify a disk drive that may need attention.

There are many other functions that WebPAM does. We have only mentioned how SuperSwap 1600 appears in WebPAM.

The WebPAM Software ships with the Promise Serial ATA RAID Controller. You can also download WebPAM from:

http://www.promise.com/support/download/download_eng.asp

Chapter 3: Troubleshooting

- LEDs (below)
 - Interpret LED Displays (page 20)
 - Disk Drive Replacement (page 22)
 - Fan Replacement (page 23)
 - Contact Technical Support (page 23)
-

LEDs

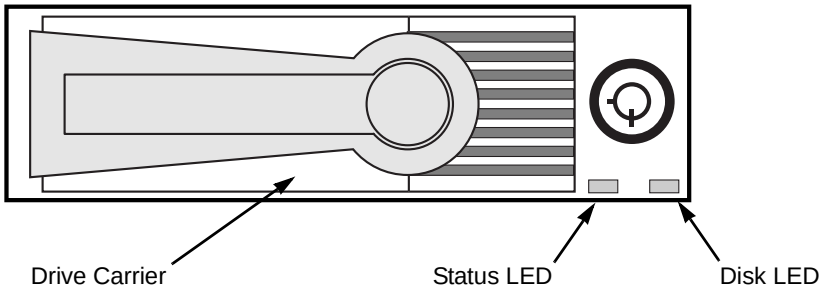


Figure 1. *SuperSwap 1600 has one LED for Enclosure Status and one LED for the disk drive*



Notes

- The LEDs function only with the FastTrak RAID Controller. They do not function with the SATA150 or SATA300 Controllers.
 - As long as the WebPAM Software or Promise BIOS indicate that your array status is Functional, your array is operating normally.
-

Troubleshooting is based on observing and analyzing LED colors. There are two LEDs on SuperSwap 1600:

- Status  – Reports specific disk drive conditions
- Activity  – Reports read and write activity on each disk drive

The chart below lists the meanings of the various LED states:

Interpret LED Displays

	LEDs	
State	 Status	 Activity
Green	Disk drive is present and ready	Disk drive is present and ready
Blinking	n/a	Read/write activity
Amber	Disk drive: • is spinning up • is critical • is rebuilding • reports a SMART error	n/a
Red	Disk drive: • is offline • is not installed	n/a
Dark	Power is off	Disk drive: • has failed • is not installed
An incident refers to one occurrence of out-of-range voltage, temperature or fan speed. Any incident requires immediate attention.		

Event: A Status LED is steady green

Cause: This is the normal condition when the computer has fully booted and the disk drive is ready.

Event: A Status LED is amber (yellow).

Cause: The disk drive is spinning up as the computer is booting. Wait for the computer to finish. If the computer is fully booted, the drive could be Critical and in the process of rebuilding. The LED will return to green status when the rebuild is complete and successful.

Fix: If the Status LED continues to display amber, remove the disk drive for testing. Return the drive to service or replace it based on test results.

Event: A Status LED is red.

Cause: The drive has failed. A failed drive may be marked as such because of power failure, hot removal or media access problems (such as a bad sector which fails retry). A Status LED is also red when there is no drive in the carrier.

Fix: Replace the failed drive. The new drive will be assigned to the failed drive's original location and a rebuild operation will begin automatically. The LED turns amber during the rebuild, then green when the rebuild is complete and successful.

Event: The LEDs do not light.

Cause: There is no power to the SuperSwap enclosure.

Fix: If the rest of your computer system is working, shut down the computer, open the case, check and correct the power connection to the SuperSwap enclosure.

Event: An Activity LED is steady green.

Cause: This is the normal condition when the computer has fully booted and the disk drive is present and ready.

Event: An Activity LED is blinking green.

Cause: This is the normal condition when there is disk activity (read or write) executing on the drive.

Event: An Activity LED is dark.

Cause: No disk drive detected or the disk drive has failed.

Fix: If a disk drive is present, reinstall it. If it still doesn't work, replace the disk drive.

Event: WebPAM reports voltage out of specification.

Cause: The 12V or 5V supplies to SuperSwap are incorrect.

Fix: Power down the PC, open the case and check the power connections to SuperSwap. There should be a separate direct connections from the power supply to each SuperSwap. Do not use any Y-cables on the power connectors. Compare the capacity of your Power Supply against the wattage required by your PC plus the disk drives installed in the SuperSwap 1600. Upgrade your Power Supply if necessary.

Event: WebPAM reports fan speed out of specification.

Cause: The fan is turning too slowly, WebPAM reports the condition.

Fix: Power down the PC and open the case. Disconnect and remove the SuperSwap enclosure. Remove and replace the faulty fan.

Event: WebPAM reports temperature out of specification.

Cause: The enclosure temperature has risen above 52°C (126°F).

Fix: Verify that the drive carrier is properly installed in the enclosure. Check fan operation using WebPAM. If these are OK, power down the PC and open the case. Check for air space around the fan and relocate cables and wires as needed.

A disk drive that runs too hot could cause high enclosure temperature. Power down the PC, open each drive carrier and carefully touch the disk drive with your finger. Normally drives are warm. If the drive is hot, replace it.

Disk Drive Replacement

If you are replacing a hot-swap disk drive, you can do this procedure with the PC running. To replace a disk drive under any other conditions, power down the PC before you begin. See “Install a Disk Drive” on page 11 for illustrations.

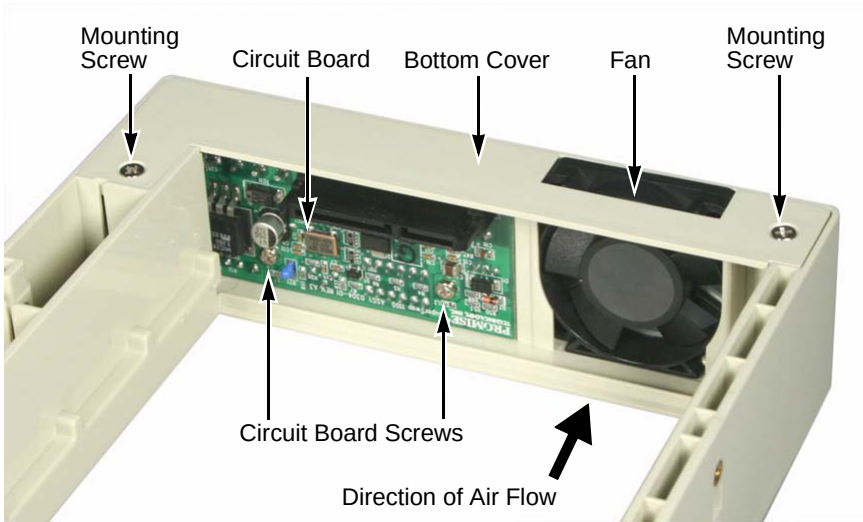
To replace a disk drive:

1. Swing the drive carrier handle out and to the left.
2. Pull the drive carrier out of the SuperSwap enclosure.
3. Remove the screws attaching the disk drive to the drive carrier.
4. Lift the disk drive from the drive carrier.
5. For 2.5-inch disk drives, remove the bracket from the old drive and attach it to the new drive.
6. Carefully place a disk drive into the drive carrier and slide it all the way to the back.
7. Install and tighten the mounting screws to secure the disk drive in the drive carrier.
8. Carefully slide the drive carrier into the housing assembly with the handle turned out all the way.
9. As the carrier snaps into place, the handle will swing inward.
10. Press the handle flat against the drive carrier to fully seat it.

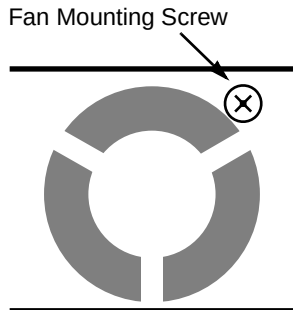
Fan Replacement

To replace a fan on the SuperSwap 1600:

1. Power down the PC.
2. Remove the SuperSwap enclosure from the PC chassis and turn it upside-down.



3. Remove the two mounting screws and lift the bottom cover off the SuperSwap enclosure.
4. Remove the two circuit board screws.



5. Remove the fan mounting screw.
6. Gently lift the circuit board and fan out of the enclosure.
7. Unplug the power connector of the old fan.

8. Plug in the power connector of the new fan.
9. Carefully place the circuit board and fan back into the enclosure.
Check the fan label to see which direction the fan blows. Install the fan so it blows outward from the enclosure.
10. Install the two mounting screws that hold the SuperSwap circuit board in place.
11. Install the fan mounting screw.
12. Place the bottom cover on the SuperSwap enclosure and install the two mounting screws.
13. Reinstall the SuperSwap enclosure into the PC chassis.
14. Power up the PC and check fan function.

Contact Technical Support

Promise Technical Support provides several support options for Promise users to access information and updates. We encourage you to use one of our electronic services, which provide product information updates for the most efficient service and support.

If you decide to contact us, please have the following information available:

- Product model and serial number
- BIOS and driver version numbers
- A description of the problem / situation
- System configuration information, including: motherboard and CPU type, hard drive model(s), SAS/SATA/ATA/ATAPI drives & devices, and other controllers.

Technical Support Services

Promise Online™ Web Site	http://www.promise.com/support (technical documents, drivers, utilities, etc.)
Promise Online™ eSupport	https://support.promise.com/support (online request form)

United States

E-mail Support	support@promise.com
Fax Support	(408) 228-1097 Attn: Technical Support
Phone Support	(408) 228-1400 option 4
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Phone Support	+86-10-8857-8085/8095
If you wish to write us for support:	Promise Technology China Room 1205, Tower 3 Webok Time Center, No.17 South Zhong Guan Cun Street Hai Dian District, Beijing 100081, China

Limited Warranty

Promise Technology, Inc. ("Promise") warrants that for three (3) years from the time of the delivery of the product to the original end user:

- a) the product will conform to Promise's specifications;
- b) the product will be free from defects in material and workmanship under normal use and service.

This warranty:

- a) applies only to products which are new and in cartons on the date of purchase;
- b) is not transferable;
- c) is valid only when accompanied by a copy of the original purchase invoice.
- d) Is not valid on spare parts, fans, and power supplies

This warranty shall not apply to defects resulting from:

- a) improper or inadequate maintenance, or unauthorized modification(s), performed by the end user;
- b) operation outside the environmental specifications for the product;
- c) accident, misuse, negligence, misapplication, abuse, natural or personal disaster, or maintenance by anyone other than a Promise or a Promise-authorized service center.

Disclaimer of other warranties

This warranty covers only parts and labor, and excludes coverage on software items as expressly set above.

Except as expressly set forth above, Promise DISCLAIMS any warranties, expressed or implied, by statute or otherwise, regarding the product, including, without limitation, any warranties for fitness for any purpose, quality, merchantability, non-infringement, or otherwise. Promise makes no warranty or representation concerning the suitability of any product for use with any other item. You assume full responsibility for selecting products and for ensuring that the products selected are compatible and appropriate for use with other goods with which they will be used.

Promise DOES NOT WARRANT that any product is free from errors or that it will interface without problems with your computer system. It is your responsibility to back up or otherwise save important data before installing any product and continue to back up your important data regularly.

No other document, statement or representation may be relied on to vary the terms of this limited warranty.

Promise's sole responsibility with respect to any product is to do one of the following:

- a) replace the product with a conforming unit of the same or superior product;
- b) repair the product.

Promise shall not be liable for the cost of procuring substitute goods, services, lost profits, unrealized savings, equipment damage, costs of recovering, reprogramming, or reproducing of programs or data stored in or used with the products, or for any other general, special, consequential, indirect, incidental, or punitive damages, whether in contract, tort, or otherwise, notwithstanding the failure of the essential purpose of the foregoing remedy and regardless of whether Promise has been advised of the possibility of such damages. Promise is not an insurer. If you desire insurance against such damage, you must obtain insurance from another party.

Some states do not allow the exclusion or limitation of incidental or consequential damages for consumer products, so the above limitation may not apply to you.

This warranty gives specific legal rights, and you may also have other rights that vary from state to state. This limited warranty is governed by the State of California.

Your Responsibilities

You are responsible for determining whether the product is appropriate for your use and will interface with your equipment without malfunction or damage. You are also responsible for backing up your data before installing any product and for regularly backing up your data after installing the product. Promise is not liable for any damage to equipment or data loss resulting from the use of any product.

Return Product For Repair

If you suspect a product is not working properly, or if you have any questions about your product, contact our Technical Support Staff through one of our Technical Services, making sure to provide the following information:

- Product model and serial number (required)
- Return shipping address
- Daytime phone number
- Description of the problem
- Copy of the original purchase invoice

The technician will assist you in determining whether the product requires repair. If the product needs repair, the Technical Support Department will issue an RMA (Return Merchandise Authorization) number.



Important

Obtain an RMA number from Technical Support *before* you return the product and write the RMA number on the label. The RMA number is essential for tracking your product and providing the proper service.

Return **ONLY** the specific product covered by the warranty (do not ship cables, manuals, diskettes, etc.), with a copy of your proof of purchase to:

USA and Canada:

Promise Technology, Inc.
Customer Service Dept.
Attn.: RMA # _____
47654 Kato Road
Fremont, CA 94538

Other Countries:

Return the product to your dealer
or retailer.

Contact them for instructions
before shipping the product.

You must follow the packaging guidelines for returning products:

- Use the original shipping carton and packaging
- Include a summary of the product's problem(s)
- Write an attention line on the box with the RMA number
- Include a copy of proof of purchase

You are responsible for the cost of insurance and shipment of the product to Promise. Note that damage incurred due to improper transport or packaging is not covered under the Limited Warranty.

When repairing returned product(s), Promise may replace defective parts with new or reconditioned parts, or replace the entire unit with a new or reconditioned unit. In the event of a replacement, the replacement unit will be under warranty for the remainder of the original warranty term from purchase date, or 30 days, whichever is longer.

Promise will pay for standard return shipping charges only. You will be required to pay for any additional shipping options (such as express shipping).