Synology®

RMA Visual Inspection Procedures for Synology HDD



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Packing and shipping instructions

Purpose

The information provided in this document applies to Synology storage drives. Any Synology storage drives requiring a return merchandise authorization (RMA) must be returned in the same condition as it was received from Synology. The following chapters will explain the criteria for RMA denial and acceptance.

Note:

- All images in this document are for illustrative purposes only. The layout of your product may differ from that in the figures provided.

Criteria For Acceptance

Packaging

More proper packing and shipping instructions is available in the appendix section.

Use an ESD bag / clamshell to prevent electrostatic discharge (ESD) with additional material such as bubble wrap / EPE material for protection.	
	

Product labels

Additional text applied to the label must not affect the original text on the label.	Additional markings applied to the label must not affect the serial number information.
	

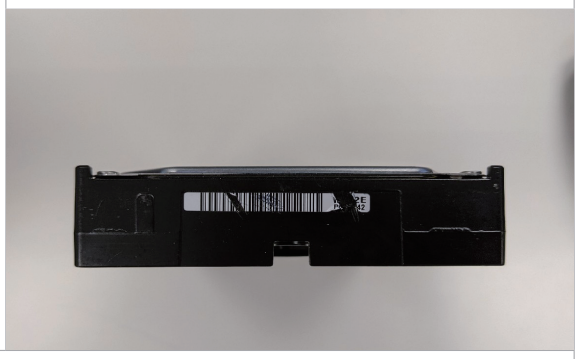
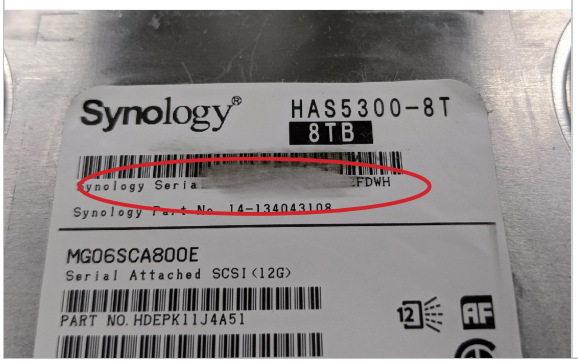
Criteria For Denial

Packaging

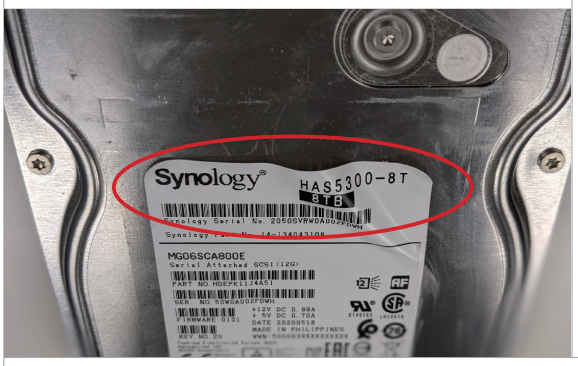
No drive protection material used to package drives (e.g., no plastic clamshell, incorrectly sized packaging box used, or loosely packed drives that can bounce around during transit.)	Too many drives and no drive protection used
	
Unopened boxes	Seals still intact
	

Non-Synology drives		Drives still inside a Synology NAS/SAN
		

Product labels

Missing module label		Unreadable barcode
		
Unreadable serial number		**Partially peeled-off label**
		

Previously detached or peeled-off product label



Missing product label



Broken sticker



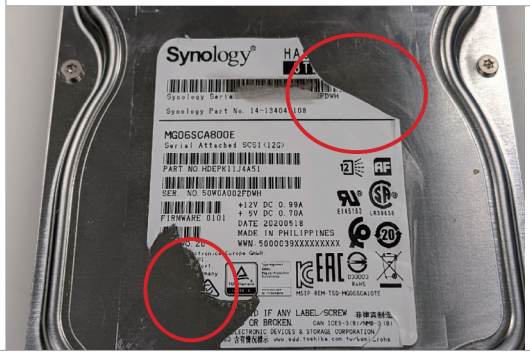
Covered air filter



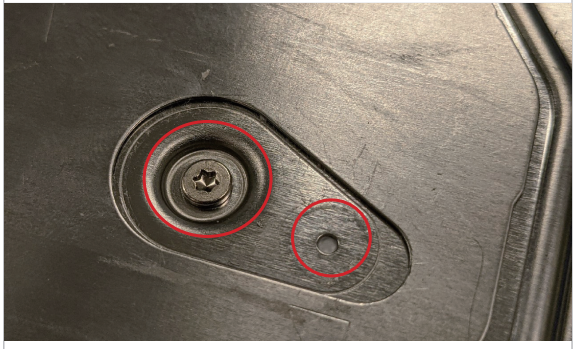
Handwriting on product label that covers label contents



Partially broken drive label (unreadable product label contents)



Missing sticker on the cover/base

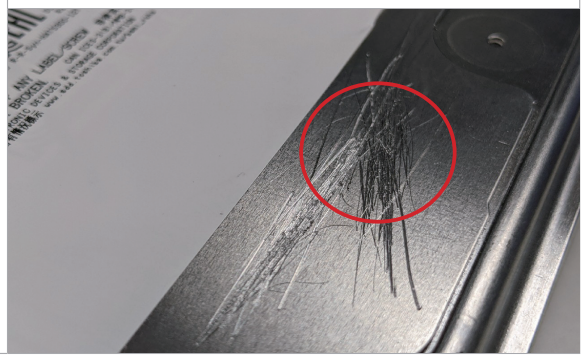


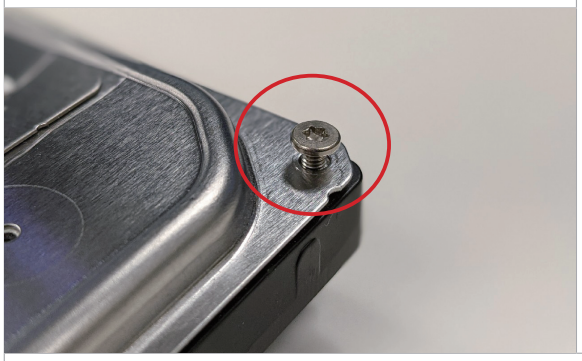
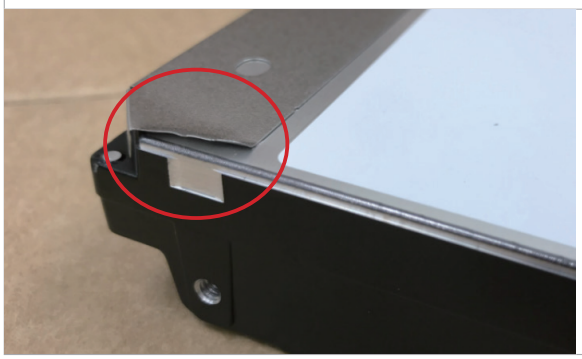
A clear sticker should be covering the screw/hole.

Inverted module number

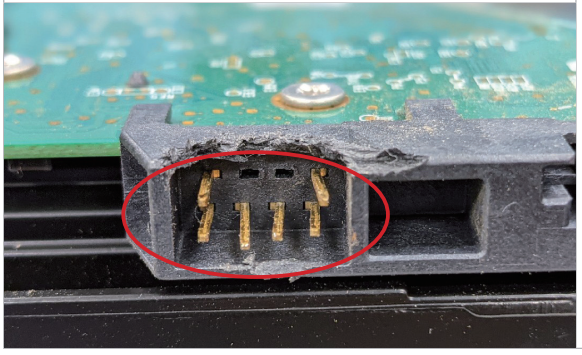
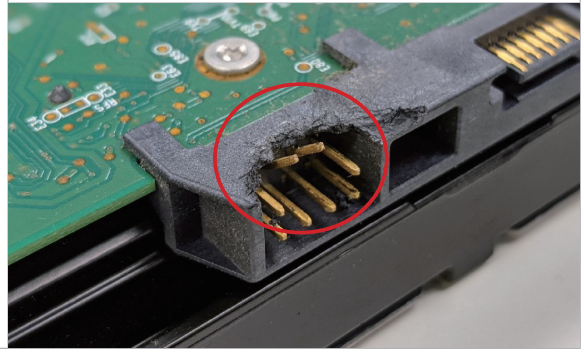
Abnormal size of sticker
 

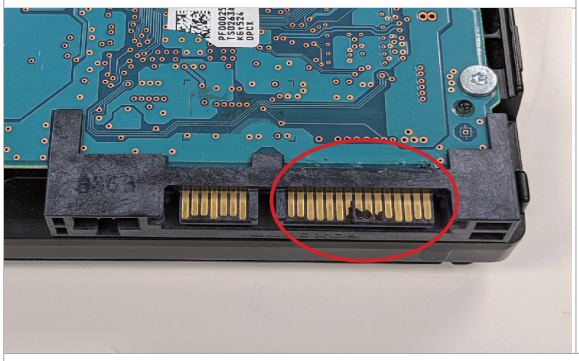
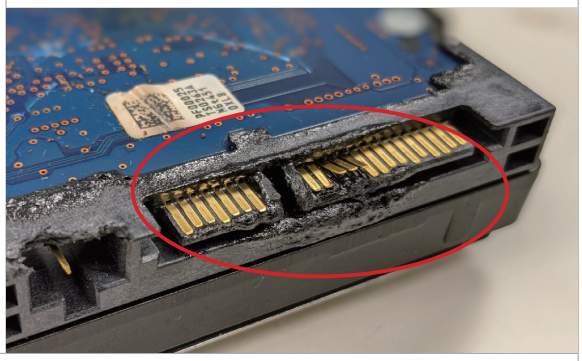
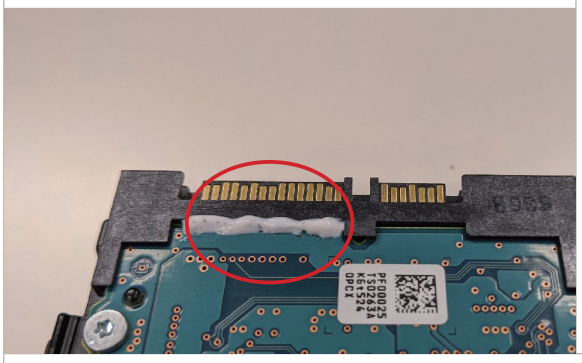
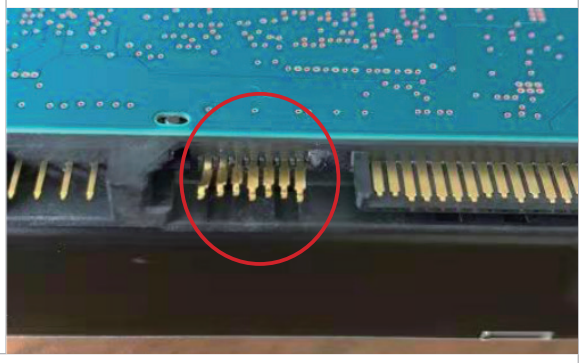
Top cover

Dents on cover		Deep and heavy scratches
		

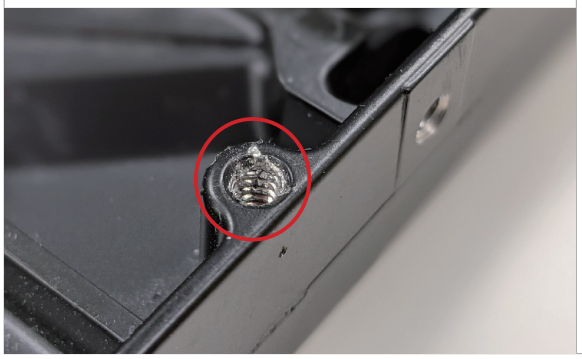
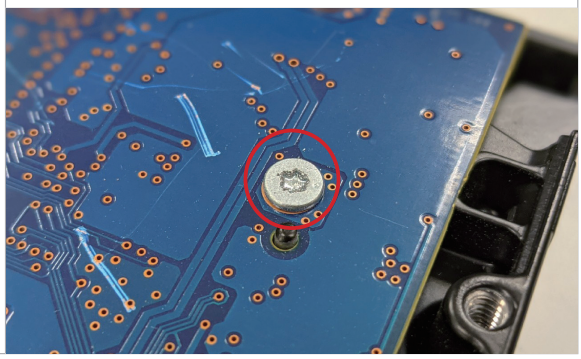
Adhesion glue on cover	Liquid damage
	
Loosened screw	Missing screw
	
Bent cover	
	

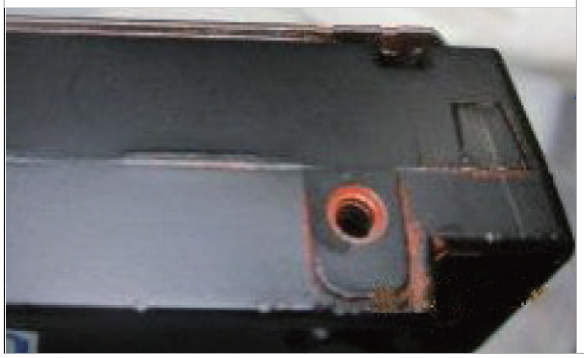
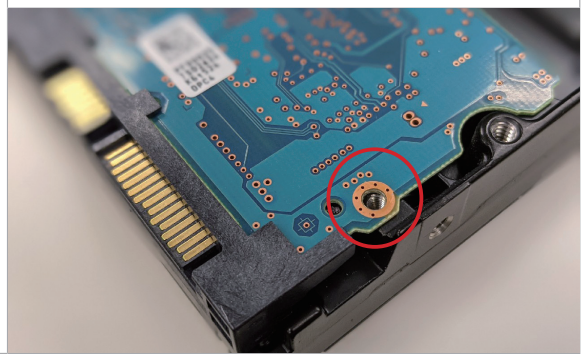
Connector

Missing pins	Severely bent pins
	

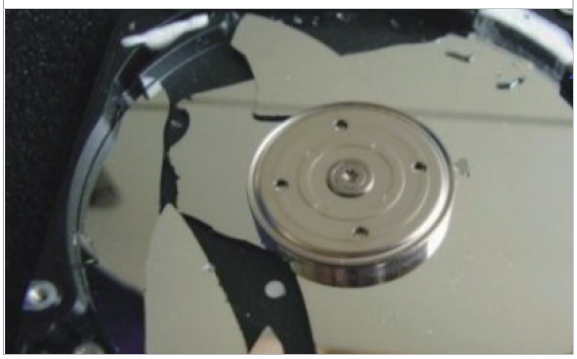
Burnt/rust/oxidation on pins		Broken or missing connectors
		
Glue on connector		Broken connector
		
Upraised pins		
		

Base

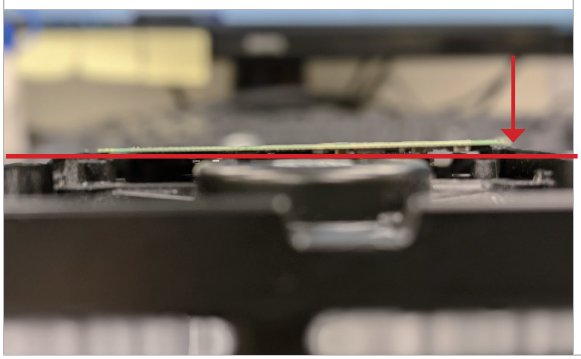
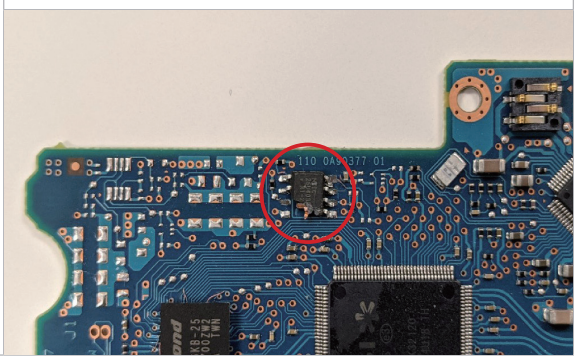
Damaged screw hole		Broken screw
		

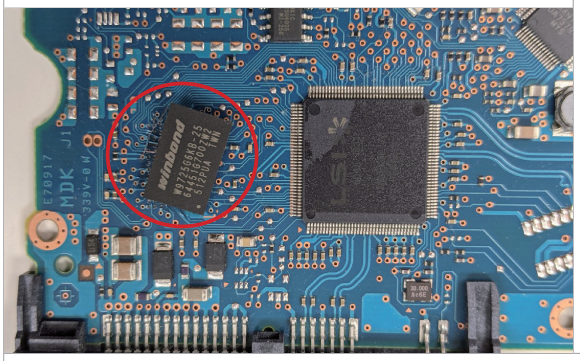
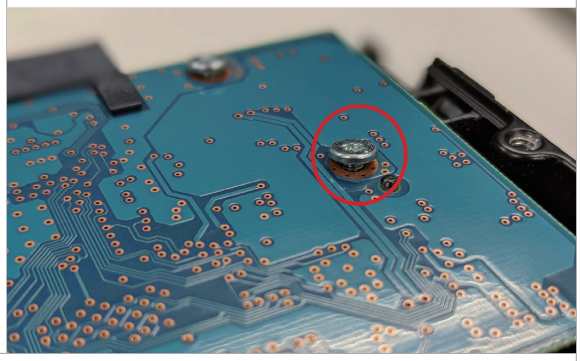
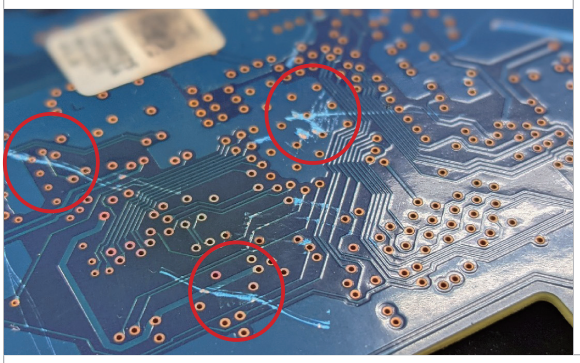
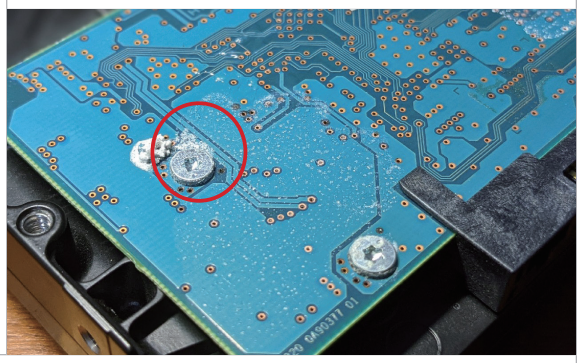
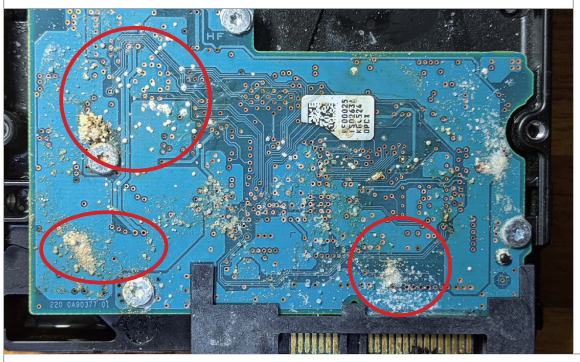
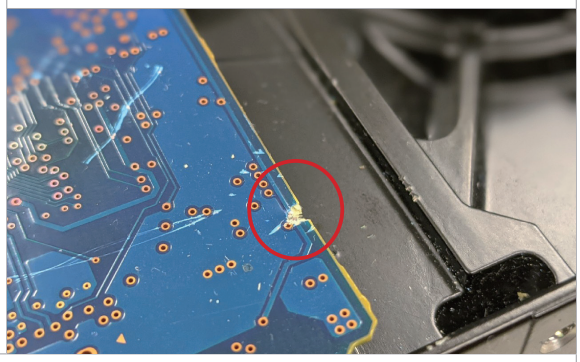
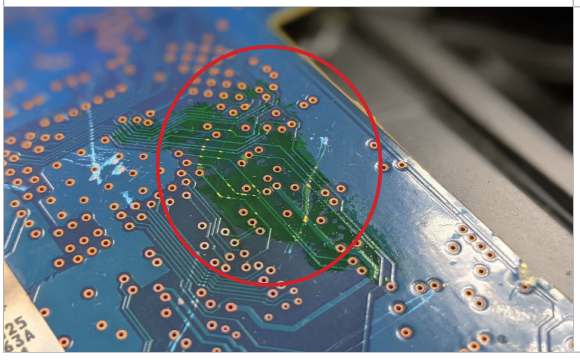
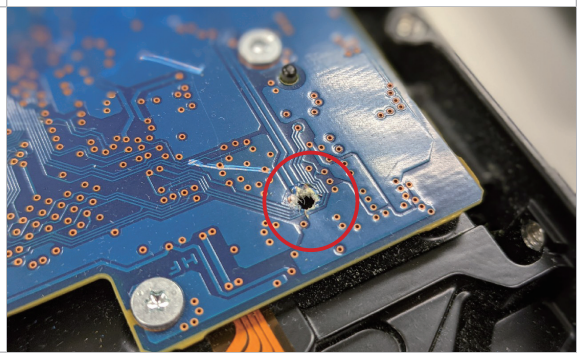
Foreign material	Broken/missing pin guide
	

Media

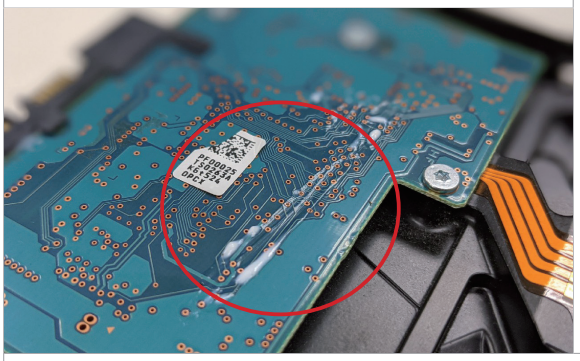
Broken media (sound of broken media can be heard when drive is tilted)


Printed Circuit Board Assembly (PCBA)

Out of shape side cover/PCB	Damaged PCB (hardware damage)
	

Out-of-shape/misaligned component	Loosened screw
	
Heavily scratched PCB with damaged circuitry	Liquid damage
	
Mold/rust/corrosion on PCB	Severe dent on PCB
	
Severe discoloration	Broken PCB
	

Adhesion glue on PCB

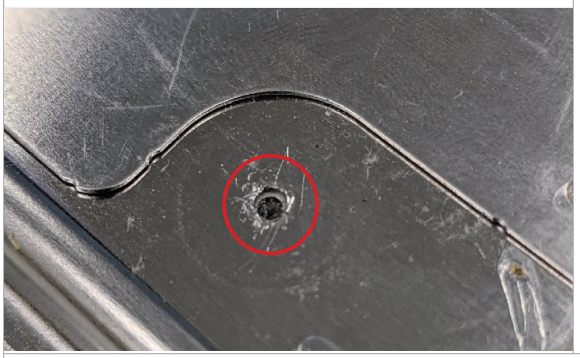


Missing insulator (insulation sheet)

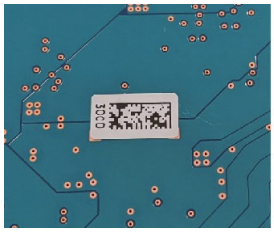


This is a photo WITH insulator (normal state)

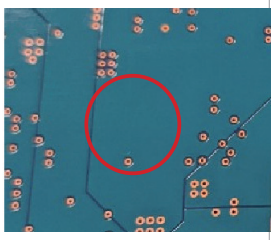
Damaged air filter



Missing PCB barcode sticker

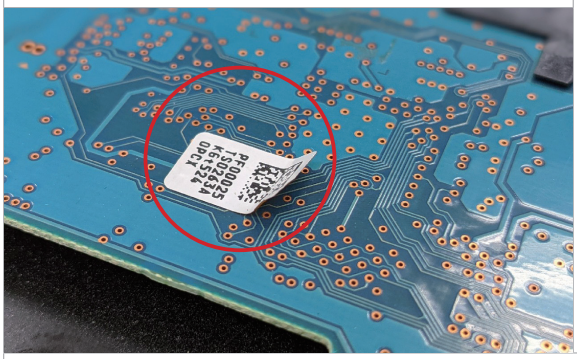


Correct

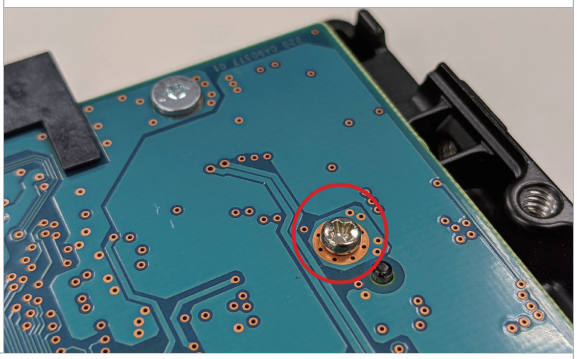


Incorrect

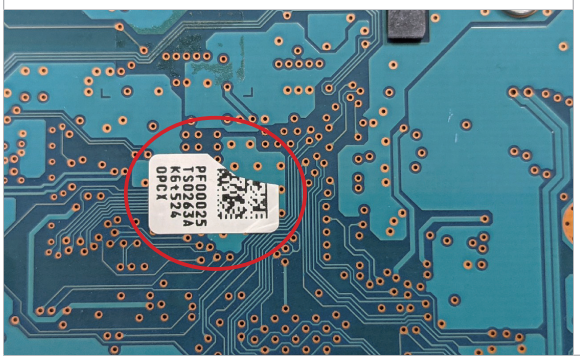
Upraised PCB barcode sticker



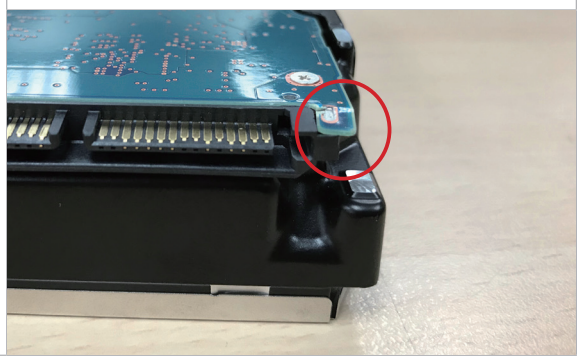
Wrong screw mounted



Broken PCB barcode sticker



Bent PCB



Other

Affixed casting cover/sponge/additional materials		Leftover food/wrappers/insects (e.g., cockroach)
		

Appendix

Packing and shipping instructions

Before shipping, please contact the local reseller or distributor where you purchased the product for an RMA number.

For single drive

1. Package the drive in an anti-static bag or similar material to prevent ESD.
2. Wrap the drive with bubble wrap or EPE material, then carefully place it in a box.
3. Do not use packing pellets, peanuts, air bags, or newspaper.
4. Make sure there are no free space in the box for the drive to shift around.
5. If necessary, insert the packing slip inside the package and seal the box with nylon or vinyl tape along all edges and openings.
6. Label should be placed on the outside of the package.

1		2	
3		4	

5		

For multiple drives

1. Package each individual drive with an anti-static bag or similar material to prevent ESD.
2. Carefully place multiple drives into a box, with bubble wrap or EPE material in between each drive.
3. Do not use packing pellets, peanuts, air bags, or newspaper.
4. Make sure there are no free space in the box for the drives to shift around.
5. If necessary, insert the packing slip inside the package and seal the box with nylon or vinyl tape along all edges and openings.
6. Label should be placed on the outside of the package.

1		2	
3		4	

5		



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