Synology®

RMA Visual Inspection Procedures for Synology HDD



Table of Contents

Chapter 1: Purpose **01**

Chapter 2: Criteria For Acceptance **02**

Packaging

Product labels

Chapter 3: Criteria For Denial **03**

Packaging

Product labels

Top cover

Connector

Base

Media

Printed Circuit Board Assembly (PCBA)

Other

Chapter 4: Appendix **13**

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:

- Unauthorized disassembly of Synology storage drives will void the warranty. See **Limited Product Warranty** for details.
- 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

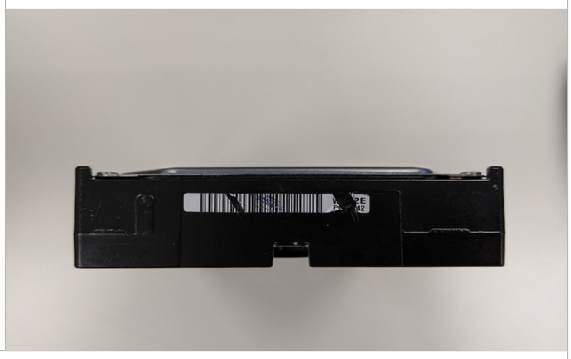
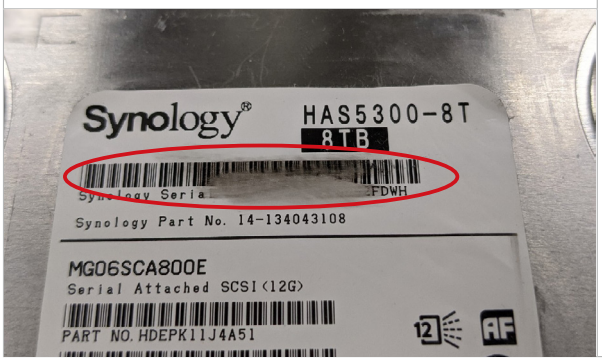


Seals still intact

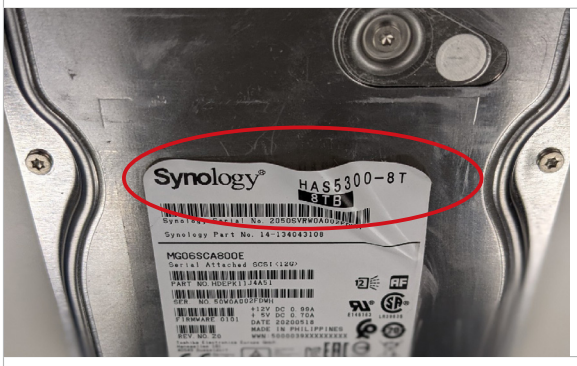


Non-Synology drives	Drives still inside a Synology NAS/SAN
	

Product labels

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

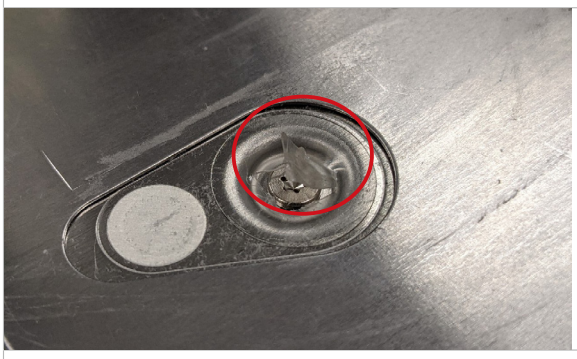
Previously detached or peeled-off product label



Missing product label



Broken sticker



Covered air filter



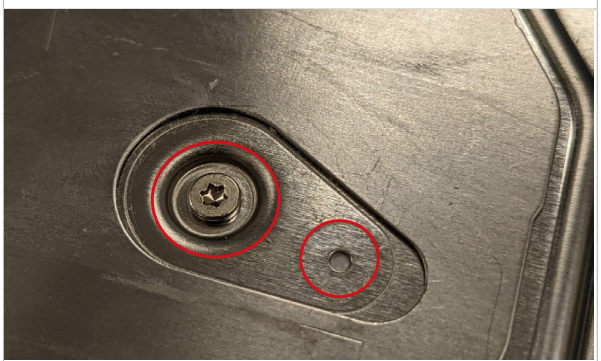
Handwriting on product label that covers label contents



Partially broken drive label (unreadable product label contents)



Missing sticker on the cover/base



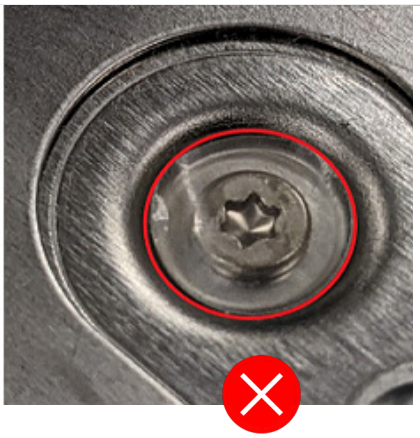
A clear sticker should be covering the screw/hole.

Inverted module number



Abnormal size of sticker



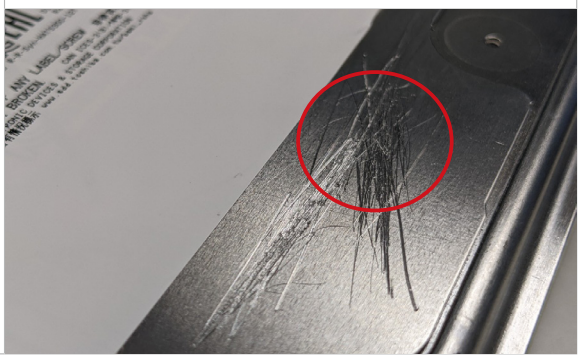


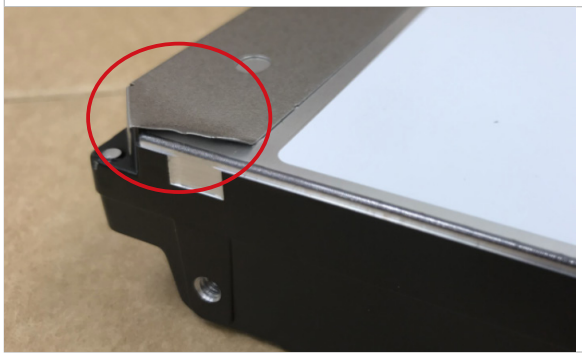
Top cover

Dents on cover

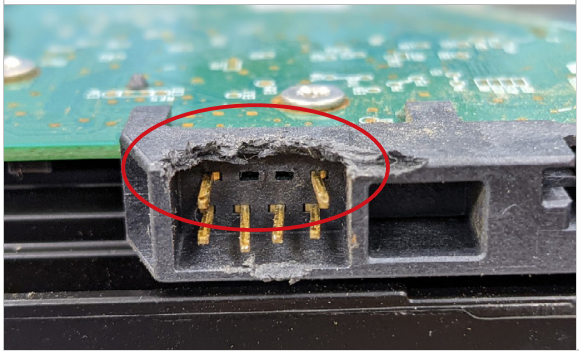
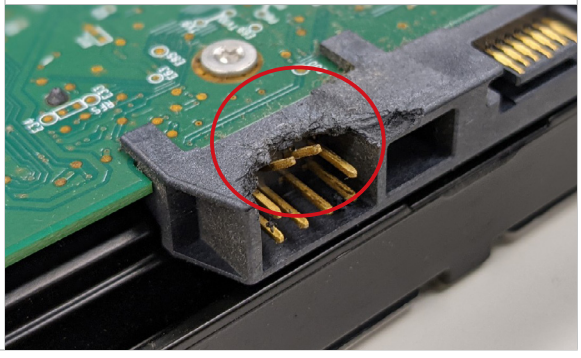


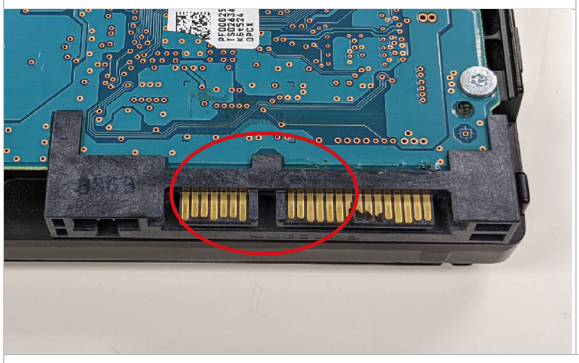
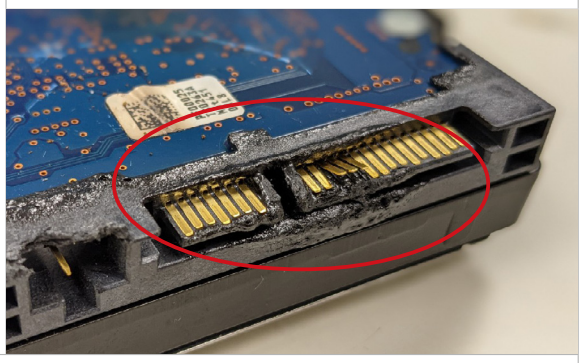
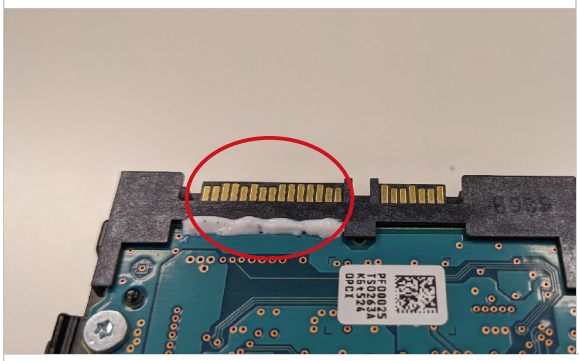
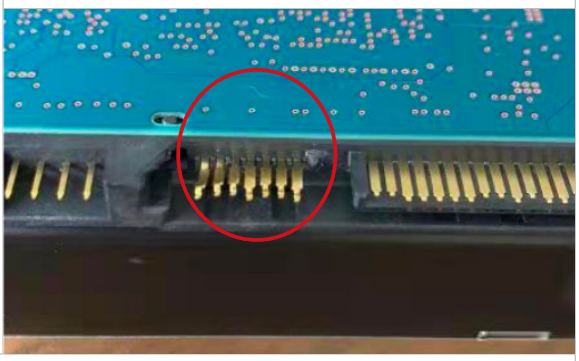
Deep and heavy scratches



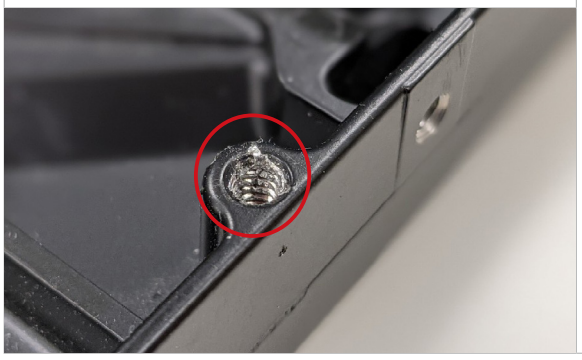
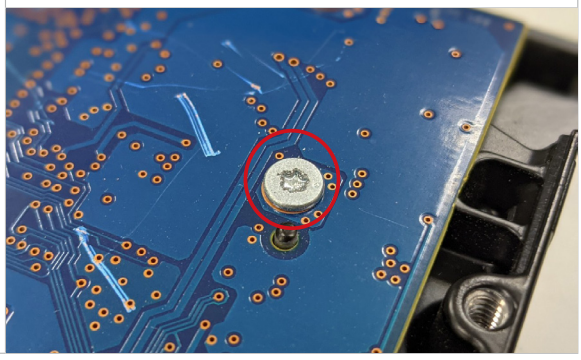
Adhesion glue on cover		Liquid damage
		
Loosened screw		Missing screw
		
Bent cover		
		

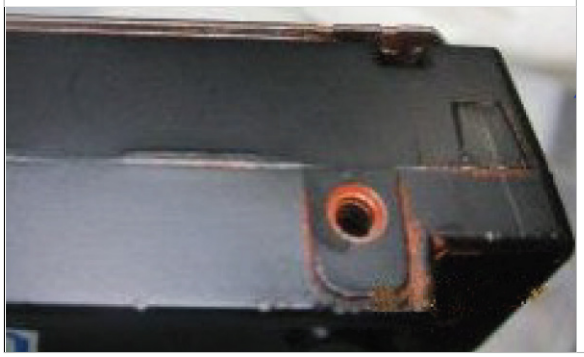
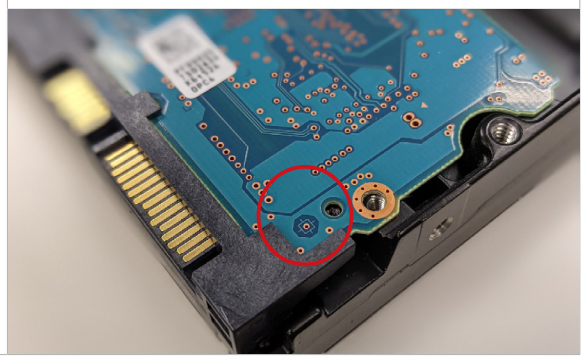
Connector

Missing pins		Severely bent pins
		

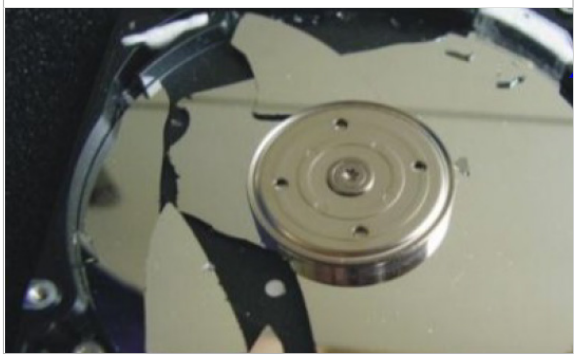
Burnt/rust/oxidation on pins 	Broken or missing connectors 
Glue on connector 	Broken connector 
Upraised pins 	

Base

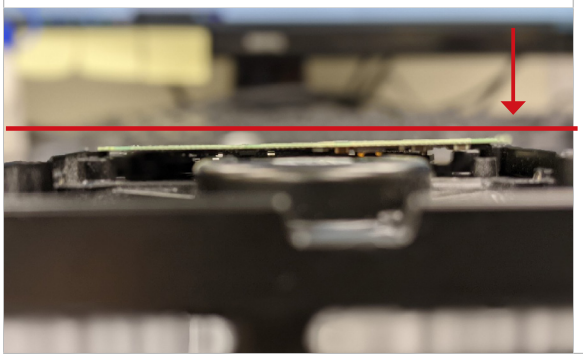
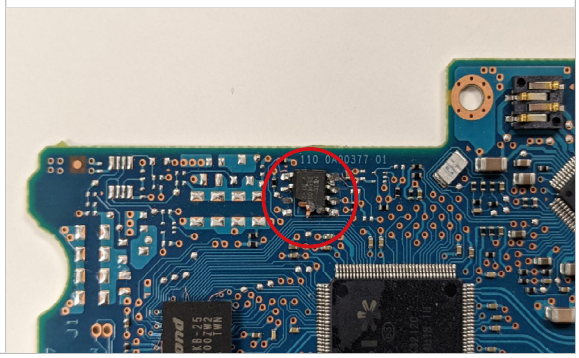
Damaged screw hole 	Broken screw 

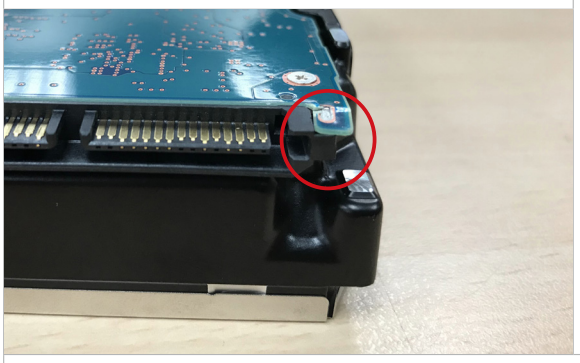
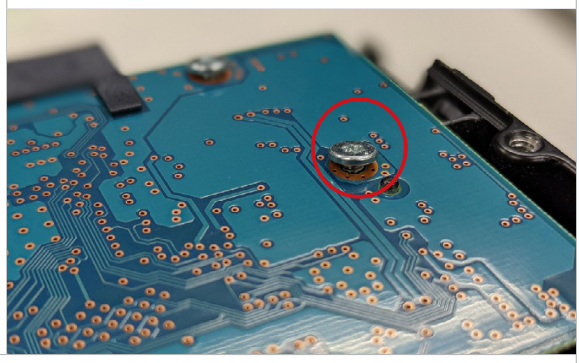
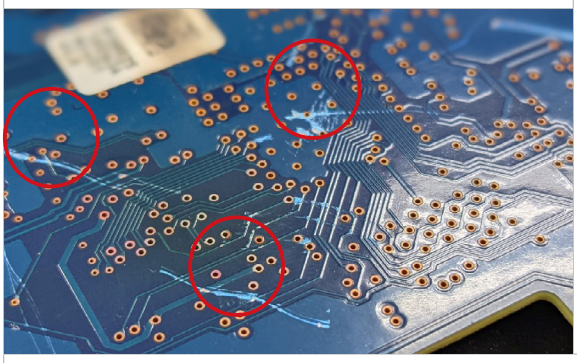
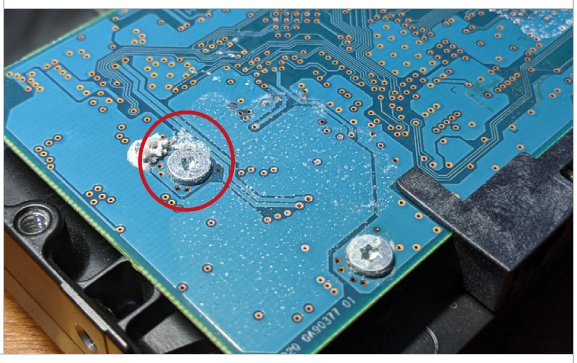
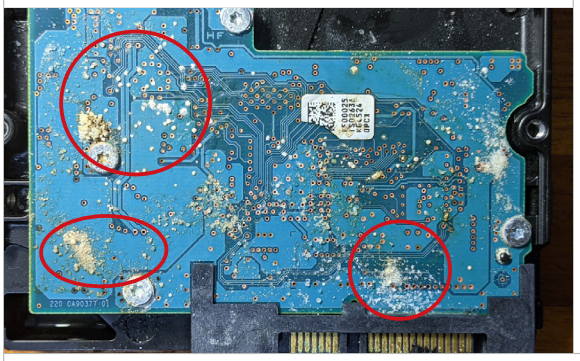
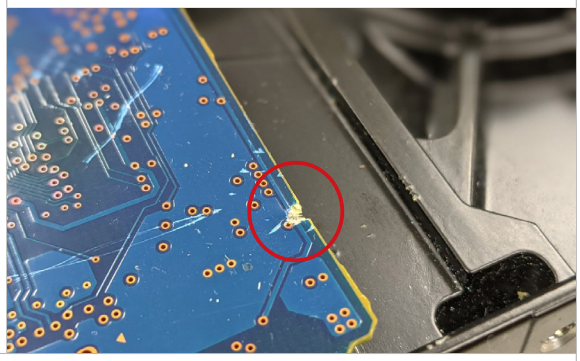
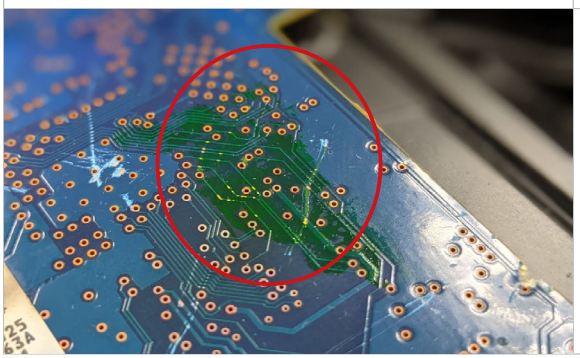
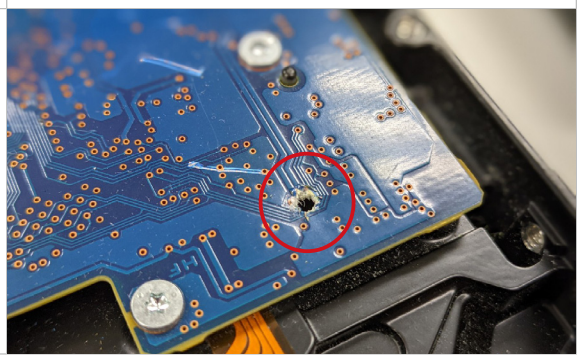
Foreign material	Broken/missing pin guide
	

Media

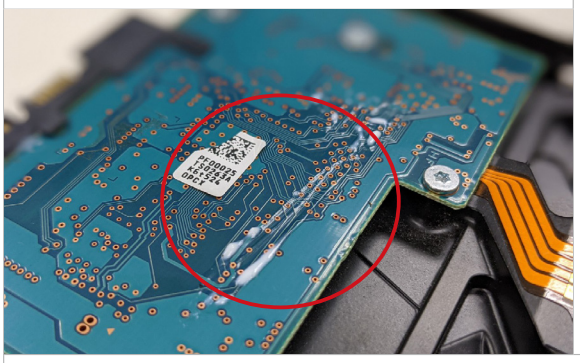
Broken media (sound of broken media can be heard when drive is tilted; do not open or disassemble the drive enclosure)


Printed Circuit Board Assembly (PCBA)

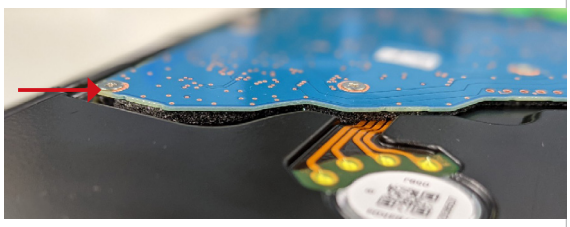
Out of shape side cover/PCB	Damaged PCB (hardware damage)
	

Bent PCB 	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

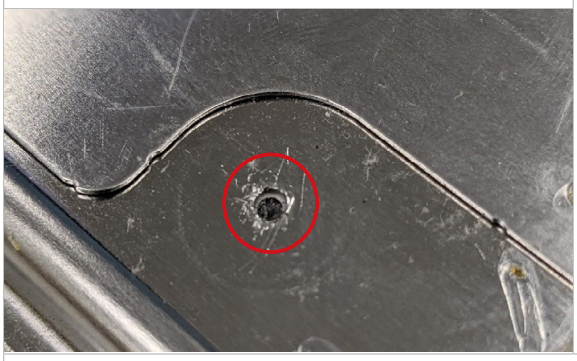


Missing insulator (insulation sheet)

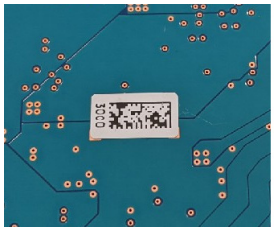


This is a photo WITH insulator (normal state)

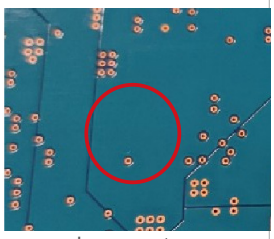
Damaged air filter



Missing PCB barcode sticker

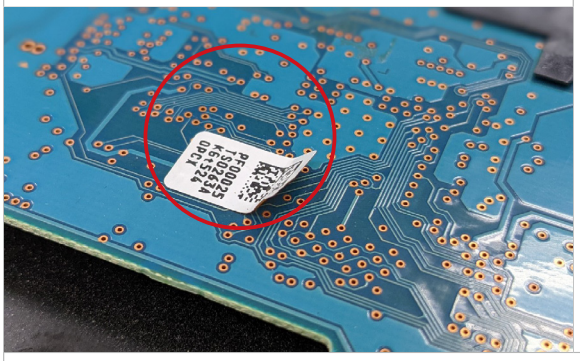


Correct

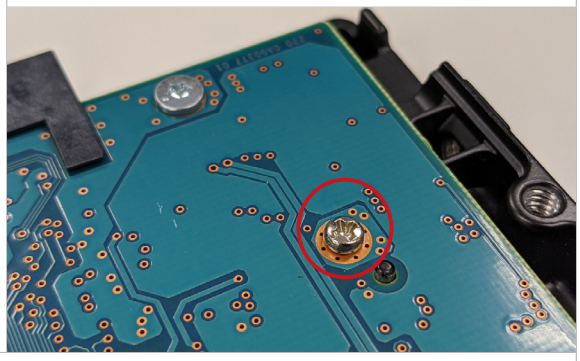


Incorrect

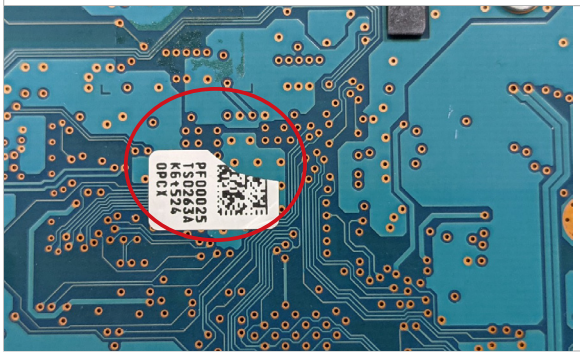
Upraised PCB barcode sticker



Wrong screw mounted



Broken PCB barcode sticker



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		



SYNOLOGY INC.

9F, No. 1, Yuan Dong Rd.
Banqiao, New Taipei 220632
Taiwan
Tel: +886 2 2955 1814

SYNOLOGY AMERICA CORP.

3535 Factoria Blvd SE, Suite #200,
Bellevue, WA 98006
USA
Tel: +1 425 818 1587

SYNOLOGY UK LTD.

Unit 5 Danbury Court, Linford Wood,
Milton Keynes, MK14 6PL,
United Kingdom
Tel.: +44 (0)1908048029

SYNOLOGY FRANCE SARL

102 Terrasse Boieldieu (TOUR W)
92800 Puteaux
France
Tel: +33 147 176288

SYNOLOGY GMBH

Grafenberger Allee 295
40237 Düsseldorf
Deutschland
Tel: +49 211 9666 9666

SYNOLOGY SHANGHAI

200070, Room 201,
No. 511 Tianmu W. Rd., Jingan Dist.,
Shanghai,
China

SYNOLOGY JAPAN CO., LTD.

4F, No. 3-1-2, Higashikanda,
Chiyoda-ku, Tokyo, 101-0031
Japan

Synology®

synology.com

Synology may make changes to specifications and product descriptions at any time, without notice. Copyright © 2021 Synology Inc. All rights reserved. ® Synology and other names of Synology Products are proprietary marks or registered trademarks of Synology Inc. Other products and company names mentioned herein are trademarks of their respective holders.