



ORIGIN NEXT BUSINESS DAY ON-SITE WARRANTY

TERMS & CONDITIONS

Thank you for choosing to protect your Thecus NAS or iSCSI Appliance by purchasing an Origin Next Day On-Site Warranty package.

In order to ensure that you receive the maximum benefits from your purchase of this additional warranty package we would ask that you take a moment to read this document carefully and to register your Thecus NAS Product.

What Is Covered By The On-Site Warranty?

This On-Site Warranty applies only to Thecus branded hardware products (collectively referred to in this document as "Thecus NAS Products") located within Mainland England, Scotland or Wales, for which an Origin Next Business Day On-Site Warranty has been purchased and correctly registered with Origin Storage Limited.

Thecus NAS Products are covered against defects in materials or workmanship under normal use during the On-Site Warranty Period. The On-Site Warranty Period starts on the date of purchase of the Thecus NAS Product and is valid for either one, two or three years as stated on your Product Registration Certificate. Your sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date and you may be required to provide proof of purchase as a condition of receiving warranty service.

What Is Not Covered By The On-Site Warranty?

Origin does not guarantee that the operation of this product will be uninterrupted or error-free. Origin is not responsible for damage that occurs as a result of your failure to follow the instructions intended for the Thecus NAS Product.

The On-Site Warranty does not apply to expendable, consumable or Customer Self Repair parts and does not extend to any product from which the serial number has been removed or it has been damaged or rendered defective as a result of;

- a) accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes;
- b) by operation outside the usage parameters stated in the user documentation that shipped with the product (including incorrect input voltage);
- c) by software, interfacing, parts or supplies not supplied by Origin Storage Limited or Thecus;
- d) improper site preparation or maintenance;
- e) incorrect firmware updates or the use of Beta or non-official Thecus firmware updates;
- f) virus infection;
- g) loss or damage in transit;
- h) by modification or service by anyone other than:
 - (i) Origin Storage Limited ;
 - (ii) your own installation of Customer Self Repair Thecus or Thecus approved parts if available for your product;

ORIGIN STORAGE LIMITED IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS OR DATA. ORIGIN STORAGE LIMITED IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY THECUS WHEN THE PRODUCT IS MANUFACTURED.

The On-Site Warranty does not cover any software application or programs; non-Thecus products or non-Thecus branded peripherals. All non-Thecus products or non-Thecus branded peripherals external to the Thecus NAS Product – such as computers, network switches, uninterruptable power supplies and other peripherals – may be covered by their own manufacturers or suppliers warranties directly.

Why Do I Have To Register?

In order to ensure that your Thecus NAS Product is fully covered by your On-Site Warranty it is important that you correctly register it with Origin Storage Limited, failure to register your Thecus NAS Product correctly may result in your product not being eligible for cover.

By registering your Thecus NAS Product you will provide Origin Storage Limited with all the details we need to ensure you receive all the benefits of your On-Site Warranty and that we can provide the levels of service you would expect from ourselves.

Upon successful Product Registration you will receive a Product Registration Certificate which will contain your unique On-Site Warranty Contract Number, without this number you may not be able to make a claim under warranty.

How Do I Register My Thecus NAS Product?

To register your Thecus NAS Product you must return the completed Product Registration Form within 60 days of date of purchase. If you fail to register your Thecus NAS Product within this time period you may lose entitlement to cover under the On-Site Warranty.

Currently there are two ways to register your product:

- a) Online: visit <http://www.originstorage.com/onsite/> and submit the Product Registration Form
- b) Fax: using the Product Registration Form included with your On-Site Warranty Pack;

When submitting the Product Registration Form it is important that you complete all the fields in full and that you ensure all the details supplied are correct. Failure to provide the correct details on the Thecus NAS Product to be covered may result in your registration being delayed.

Whilst you have up to 60 days to register your Thecus NAS Product, we will not be able to provide On-Site Warranty Cover on faults that occur prior to you completing the Product Registration process.

Each On-Site Warranty Pack is only usable against an individual Thecus NAS Product. If you have purchased multiple Thecus NAS Products and On-Site Warranty Packs you must complete a Product Registration Form for each Thecus NAS Product to ensure that they are all correctly registered for On-Site Warranty Cover.

Upon receipt of your completed Product Registration Form(s), Origin Storage Limited will validate the information on the Thecus NAS Products to be covered. Once the information has been successfully validated we will send you a Product Registration Certificate for each Thecus NAS Product registered which will contain your unique On-Site Warranty Contract Number.

Origin Storage Limited cannot be held responsible for Product Registration Forms not received by ourselves. If you have not received your Product Registration Certificate(s) within 3 working days of registering your Thecus NAS Product please contact us immediately.

How Do I Make A Claim On My On-Site Warranty?

Should a Thecus NAS Product that is covered by an On-Site Warranty develop a fault during the period of warranty cover, please contact the Origin Support Department immediately upon discovering the fault or failure.

You can contact our Support Department using the contact details below between the hours of 08.45 and 17.45, Monday to Friday (excluding National or Bank Holidays).

Please ensure you have the unique On-Site Warranty Contract Number and Serial Number for the Thecus NAS you are calling about.

After we have verified your details a fully trained Support Representative will take details of the fault you are experiencing and ask you some troubleshooting questions to help diagnose the actual cause of the fault.

Origin Storage Limited may, at its sole discretion, determine if a defect can be repaired:

- a) Remotely;
- b) By the use of a Customer Self Repair part;
- c) By an on-site service call at the location of the defective unit;

In the first instance a Remote Support session may be used by our Support Representatives to help confirm the cause of the failure or to take corrective action to resolve the failure.

Should our Support Representatives determine that the cause of the failure is a Customer Self Repair part, such as a hot-swappable hard drive or redundant power supply, then provided the support incident has been logged by 15:00 a replacement Customer Self Repair part will be dispatched to arrive the next business day (Monday to Friday) to allow the customer to carry out the repair. Customers who wish to have a Support Representative guide them through the repair once the Customer Self Repair part arrives can request this.

If Origin Storage Limited ultimately determines that an on-site service call is required to repair a defect, the on-site visit will be scheduled for the next business day during standard office hours, provided the support incident has been logged by 15:00. The engineer will only attend the location that the Thecus NAS Product is registered as being installed at.

Next Business Day is defined as Monday to Friday (excluding National/Bank Holidays) and the standard office hours are 08:45 to 17:45.

In order to receive on-site support, you must:

- a) Have a representative present when Origin provides warranty services at your site;
- b) Notify Origin if products are being used in an environment which poses a potential health or safety hazard to Origin employees or subcontractors;
- c) Subject to its reasonable security requirements, provide origin with sufficient, free, and safe access to and use of all facilities, information, and systems determined necessary by Origin to provide timely support;
- d) Ensure that all manufacturers labels (such as serial numbers) are in place, accessible, and legible;
- e) Maintain an environment consistent with product specifications and supported configurations;

What Are Your Contact Details?

Telephone Support: +44 (0)1256 351 500

E-Mail Support: support@originstorage.com

Web: <http://www.originstorage.com>