

# Intel® Solid-State Drive DC S3500 Series

## Limited Warranty with Media Wear-out Indicator

This Limited Warranty is provided by:  
Intel Semiconductor (US) Limited  
69/F Central Plaza  
18 Harbour Road,  
Wanchai, Hong Kong  
Office: 852 2844 4555  
Customer Support (Australia): 1800 649 931

Intel warrants to the purchaser of the Product specified above in its original sealed packaging ("Original Purchaser") and to the purchaser of a computer system built by an Original Purchaser containing the Product ("Original System Customer") as follows: if the Product is properly used and installed, it will be free from defects in material and workmanship, and will substantially conform to Intel's publicly available specifications for the "warranty period", which is THE SHORTER OF: (A) A PERIOD OF FIVE (5) YEARS BEGINNING ON THE DATE THE PRODUCT WAS PURCHASED IN ITS ORIGINAL SEALED PACKAGING IN THE CASE OF AN ORIGINAL PURCHASER OR THE DATE OF ORIGINAL PURCHASE OF A COMPUTER SYSTEM CONTAINING THE PRODUCT IN THE CASE OF AN ORIGINAL SYSTEM CUSTOMER; OR (B) THE PERIOD ENDING ON THE DATE WHEN THE USAGE OF THE DRIVE, AS MEASURED BY INTEL'S IMPLEMENTATION OF THE "SMART" ATTRIBUTE (E9) "MEDIA WEAR-OUT INDICATOR", REACHES A "NORMALIZED VALUE" OF "1". The "Media Wear-out Indicator" (E9) is specified in the Intel datasheet for the Product. A new, unused drive will show a Media Wear-out Indicator value of "100", while a drive that has reached its write endurance limit will show a Media Wear-out Indicator value of "1". If the Product, which is the subject of this Limited Warranty, fails to conform to the above warranty during the warranty period, Intel, at its option, will:

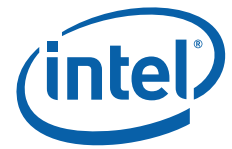
- REPAIR the Product by means of hardware and/or software; OR
- REPLACE the Product with another product; OR, if Intel is unable to repair or replace the Product,
- REFUND the then-current value of the Product at the time a claim for warranty service is made to Intel under this Limited Warranty.

THIS LIMITED WARRANTY, AND ANY IMPLIED WARRANTIES THAT MAY EXIST UNDER APPLICABLE LAW, APPLY ONLY TO YOU AS THE ORIGINAL PURCHASER OF THE PRODUCT OR COMPUTER SYSTEM THAT INCLUDES THE PRODUCT AND LASTS ONLY FOR AS LONG AS YOU CONTINUE TO OWN THE PRODUCT. WARRANTY COVERAGE TERMINATES IF THE ORIGINAL SYSTEM CUSTOMER SELLS OR OTHERWISE TRANSFERS THE COMPUTER SYSTEM WHICH INCLUDES THE PRODUCT.

### EXTENT OF LIMITED WARRANTY

Intel does not warrant that the Product will be free from design defects or errors known as "errata." Current characterised errata are available upon request. Further, this Limited Warranty does NOT cover:

- Any costs associated with the repair or replacement of the Product including labour, installation or other costs incurred by you, and in particular, any costs relating to the removal or replacement of any Product that is soldered or otherwise permanently affixed to any printed circuit board; OR
- Damage to the Product due to external causes, including accident, problems with electrical power, abnormal electrical, mechanical or environmental conditions, usage not in accordance with product instructions, misuse, neglect, alteration, repair, improper installation, or improper testing; OR
- Any Product which has been modified or operated outside of Intel's publicly available specifications or where the original identification markings (trademark or serial number) have been removed, altered or obliterated from the Product, or where the label or screw on the exterior of the Product is removed or broken; OR
- Any Product the usage of which has reached its write endurance limit, as measured by the SMART attribute (E9) "Media Wear-out Indicator" value of "1", as set forth above.



## HOW TO OBTAIN WARRANTY SERVICE

To obtain warranty service for the Product (purchased in its original sealed packaging), you may contact your original place of purchase in accordance with its instructions or you may contact Intel. To request warranty service from Intel, you must contact the Intel Customer Support (“ICS”) centre in your region within the warranty period during normal business hours (local time), excluding holidays and return the Product to the designated ICS centre. (See below for information regarding how to contact ICS in your region.) Please be prepared to provide:

1. Your name, postal address, email address and telephone numbers
2. Proof of purchase
3. Model name and product identification number found on the Product
4. if applicable, a description of the computer system including the brand and model
5. An explanation of the problem

The ICS representative may need additional information from you depending on the nature of the problem. Upon ICS’s verification that the Product is eligible for warranty service, you will be issued a Return Material Authorization (“RMA”) number and provided with instructions for returning the Product to the designated ICS center. When you return the Product to the ICS center, you must include the RMA number on the outside of the package. Intel will not accept any returned Product without an RMA number, or that has an invalid RMA number, on the package. You must deliver the returned Product to the designated ICS center in the original or equivalent packaging, with shipping charges pre-paid, and assume the risk of damage or loss during shipment. Freight charges and/or handling fees may apply if the Product for which you are requesting warranty services was not sold via authorized distribution in your country/Region. (For a definition of country/Region, contact the ICS center in your region or go to [www.intel.com/support](http://www.intel.com/support).)

Intel may elect to repair or replace the Product with either a new or reconditioned Product or components, as Intel deems appropriate. The repaired or replaced product will be shipped to you at the expense of Intel within a reasonable period of time after receipt of the returned Product by ICS. The returned Product shall become Intel’s property on receipt by ICS. The replacement product is warranted under this written warranty and is subject to the same limitations and exclusions for ninety (90) days or the remainder of the original warranty period, whichever is longer. If Intel replaces the Product, the Limited Warranty period for the replacement Product is not extended.

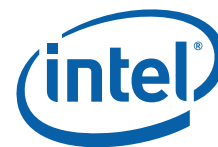
### WARRANTY LIMITATIONS AND EXCLUSIONS

THIS WARRANTY REPLACES ALL OTHER WARRANTIES FOR THE PRODUCT AND INTEL DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, COURSE OF DEALING AND USAGE OF TRADE. THIS DISCLAIMER DOES NOT APPLY TO GUARANTEES PROVIDED UNDER THE AUSTRALIAN CONSUMER LAW. ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

### LIMITATIONS OF LIABILITY

INTEL’S RESPONSIBILITY UNDER THIS LIMITED WARRANTY IS LIMITED TO REPAIR, REPLACEMENT OR REFUND, AS SET FORTH ABOVE. THESE REMEDIES ARE THE SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH OF THIS LIMITED WARRANTY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, INTEL IS NOT RESPONSIBLE FOR ANY DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF THIS LIMITED WARRANTY OR UNDER ANY OTHER LEGAL THEORY (INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH A SYSTEM CONTAINING THE PRODUCT), EVEN IF INTEL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THESE LIMITATIONS DO NOT APPLY TO GUARANTEES PROVIDED UNDER THE AUSTRALIAN CONSUMER LAW

ANY AND ALL DISPUTES ARISING UNDER OR RELATED TO THIS LIMITED WARRANTY SHALL BE GOVERNED BY THE LAWS OF SINGAPORE AND ADJUDICATED IN A COURT OF COMPETENT JURISDICTION LOCATED IN SINGAPORE.



**AUSTRALIAN CONSUMER LAW**

OUR GOODS COME WITH GUARANTEES WHICH CANNOT BE EXCLUDED UNDER THE AUSTRALIAN CONSUMER LAW. YOU ARE ENTITLED TO A REPLACEMENT OR REFUND FOR A MAJOR FAILURE AND COMPENSATION FOR ANY OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE. YOU ARE ALSO ENTITLED TO HAVE THE GOODS REPAIRED OR REPLACED IF THE GOODS FAIL TO BE OF ACCEPTABLE QUALITY AND THE FAILURE DOES NOT AMOUNT TO A MAJOR FAILURE.

THE BENEFITS GIVEN TO YOU UNDER THIS LIMITED WARRANTY ARE IN ADDITION TO OTHER RIGHTS AND REMEDIES YOU HAVE UNDER THE AUSTRALIAN CONSUMER LAW AND OTHER LAWS.