

Synology RMA Visual Inspection Procedures



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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

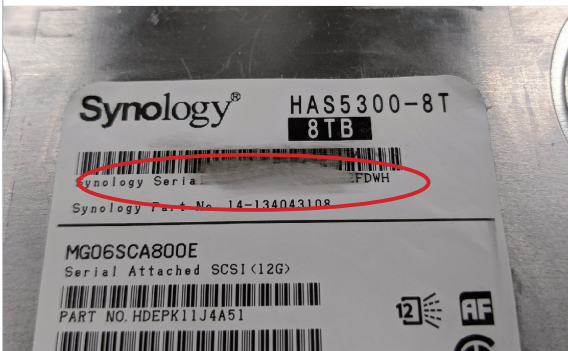
Missing module label



Unreadable barcode



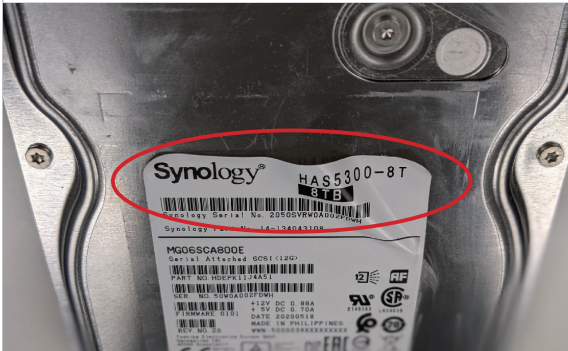
Unreadable serial number



Partially peeled-off label



Previously detached or peeled-off product label



Missing product label



Broken sticker



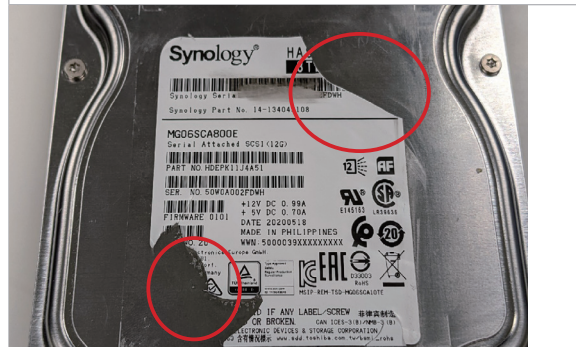
Covered air filter



Handwriting on product label that covers label contents



Partially broken drive label (unreadable product label contents)



Missing sticker on the cover/base

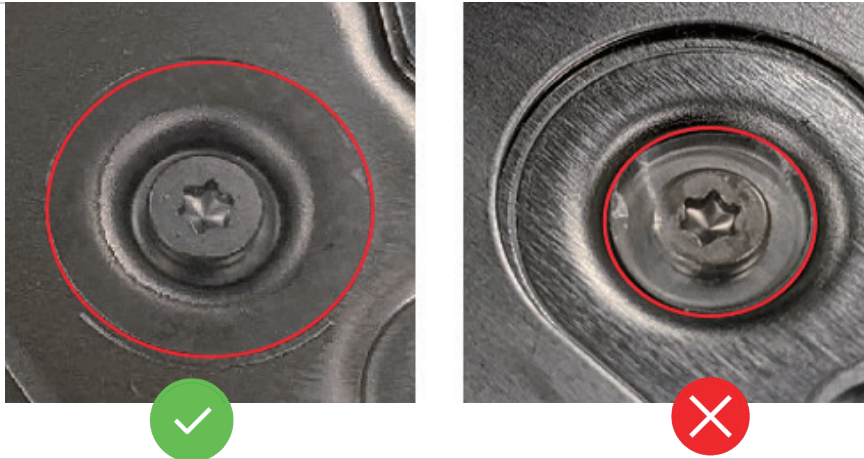


A clear sticker should be covering the screw/hole.

Inverted module number



Abnormal size of sticker

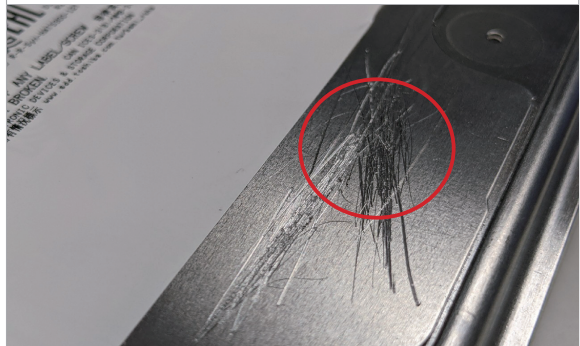


Top cover

Dents on cover



Deep and heavy scratches



Adhesion glue on cover



Liquid damage



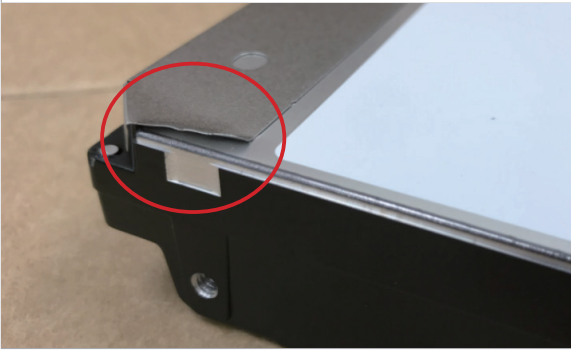
Loosened screw



Missing screw

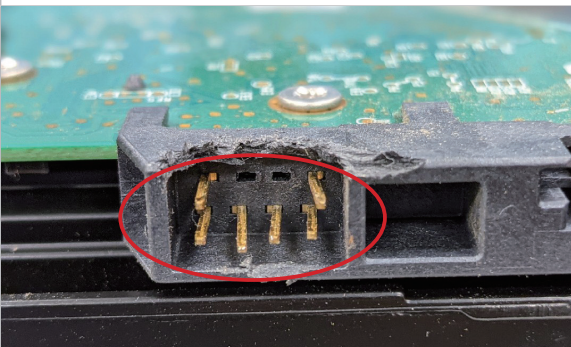


Bent cover

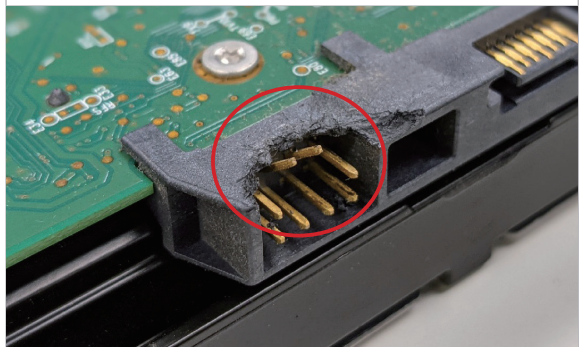


Connector

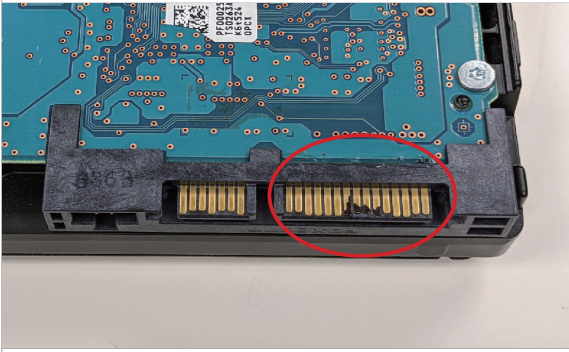
Missing pins



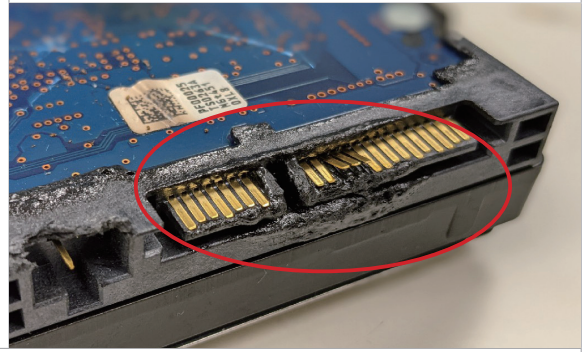
Severely bent pins



Burnt/rust/oxidation on pins



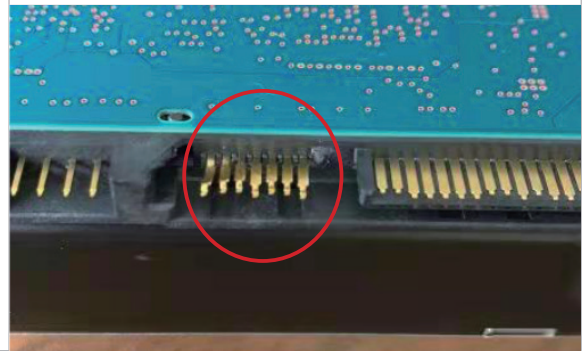
Broken or missing connectors



Glue on connector



Broken connector



Upraised pins

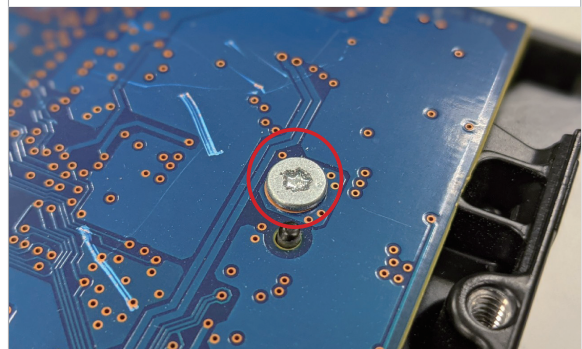


Base

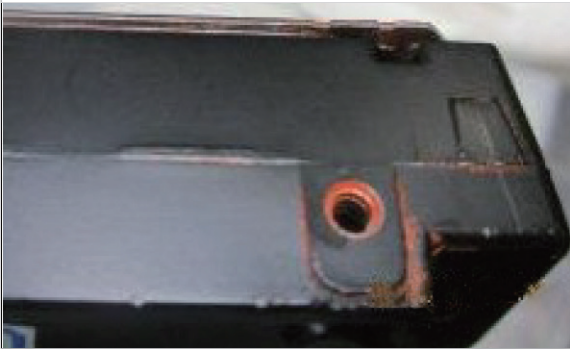
Damaged screw hole



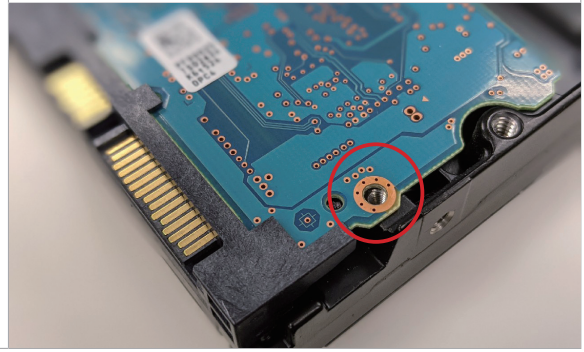
Broken screw



Foreign material

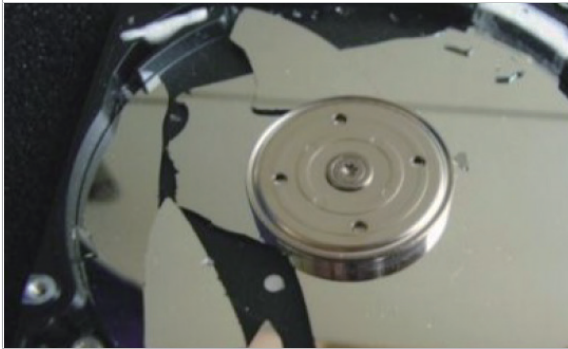


Broken/missing pin guide



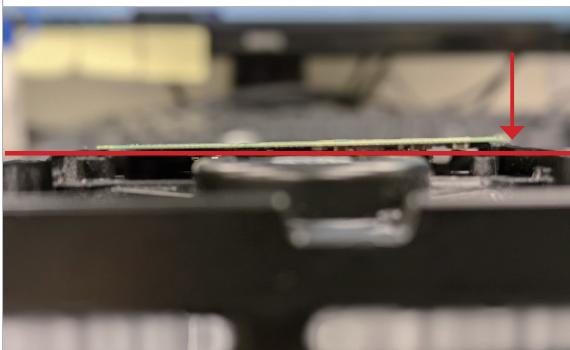
Media

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

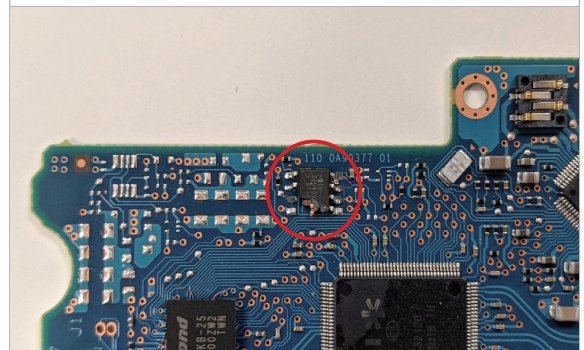


Printed Circuit Board Assembly (PCBA)

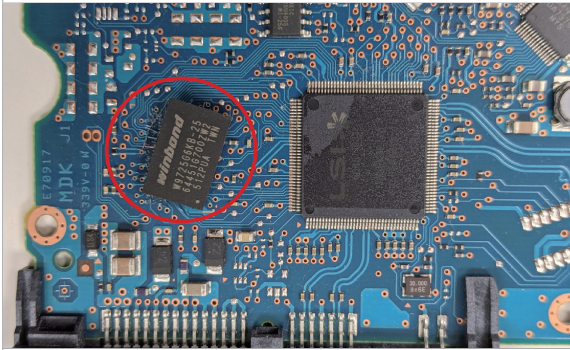
Out of shape side cover/PCB



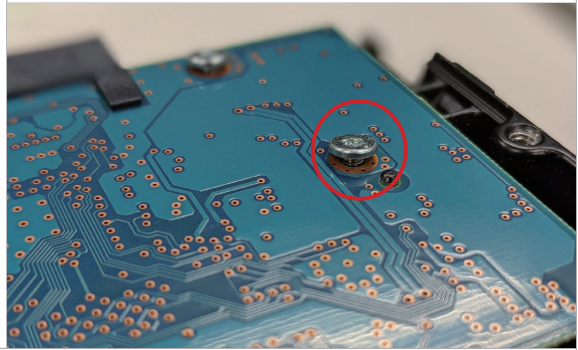
Damaged PCB (hardware damage)



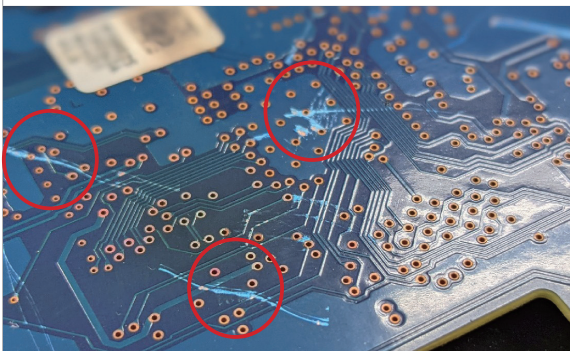
Out-of-shape/misaligned component



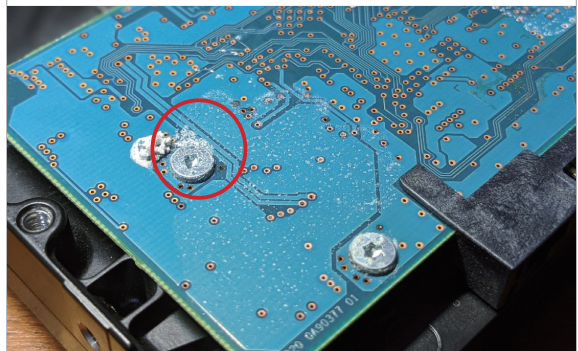
Loosened screw



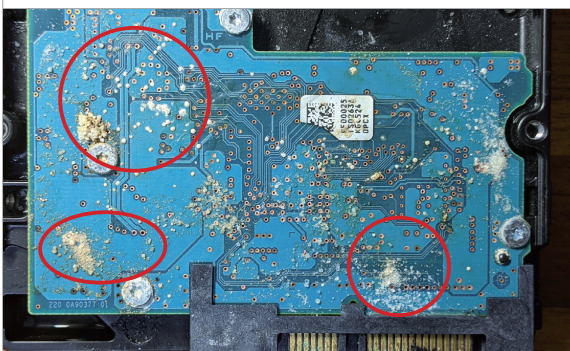
Heavily scratched PCB with damaged circuitry



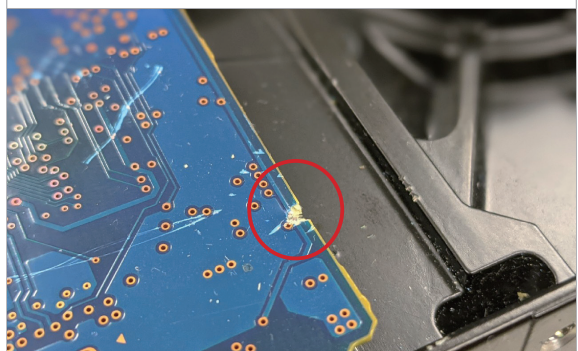
Liquid damage



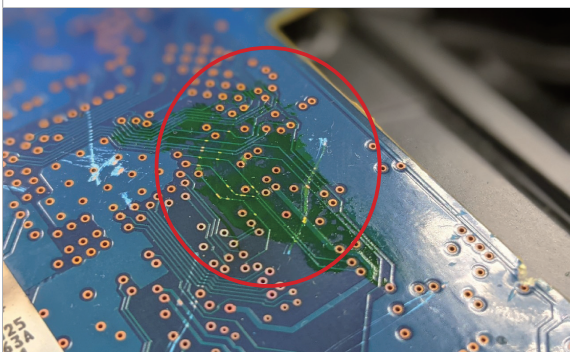
Mold/rust/corrosion on PCB



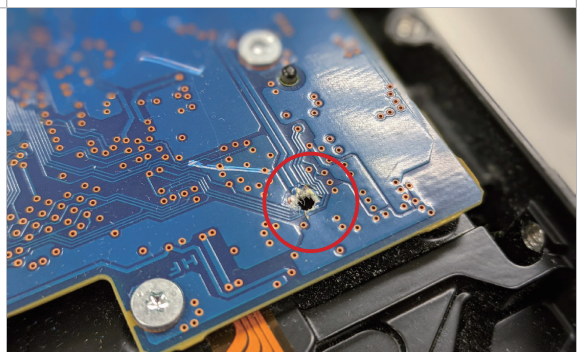
Severe dent on PCB



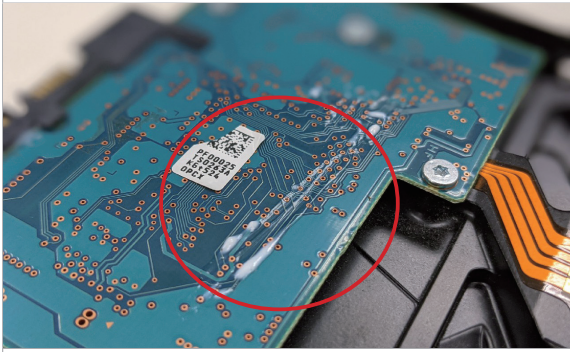
Severe discoloration



Broken PCB



Adhesion glue on PCB



Missing insulator (insulation sheet)

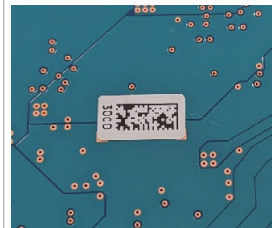


This is a photo WITH insulator (normal state)

Damaged air filter



Missing PCB barcode sticker

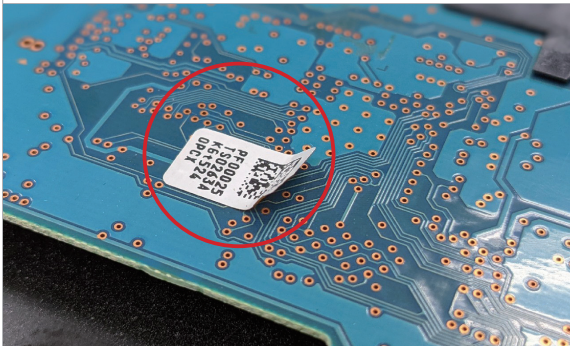


Correct

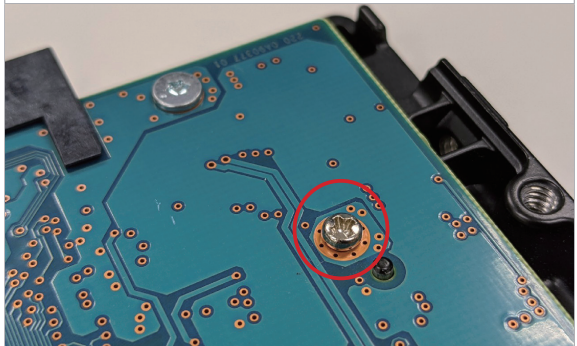


Incorrect

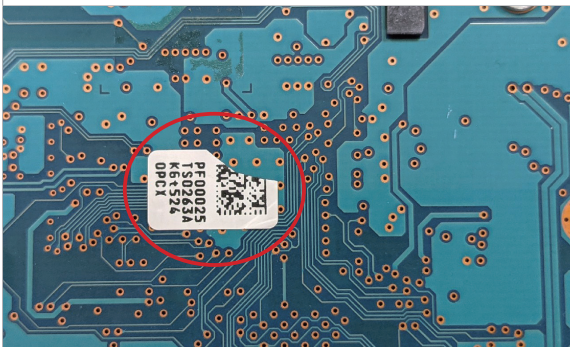
Upraised PCB barcode sticker



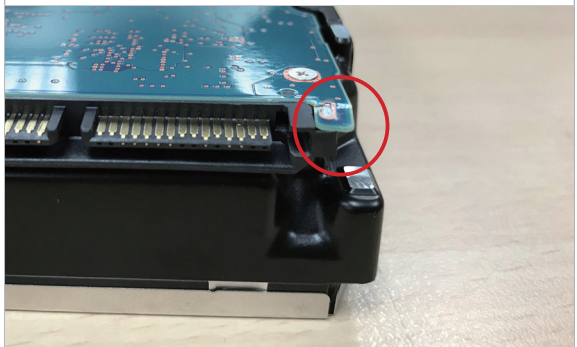
Wrong screw mounted



Broken PCB barcode sticker



Bent PCB



Other

Affixed casting cover/sponge/additional materials



Leftover food/wrappers/insects (e.g., cockroach)



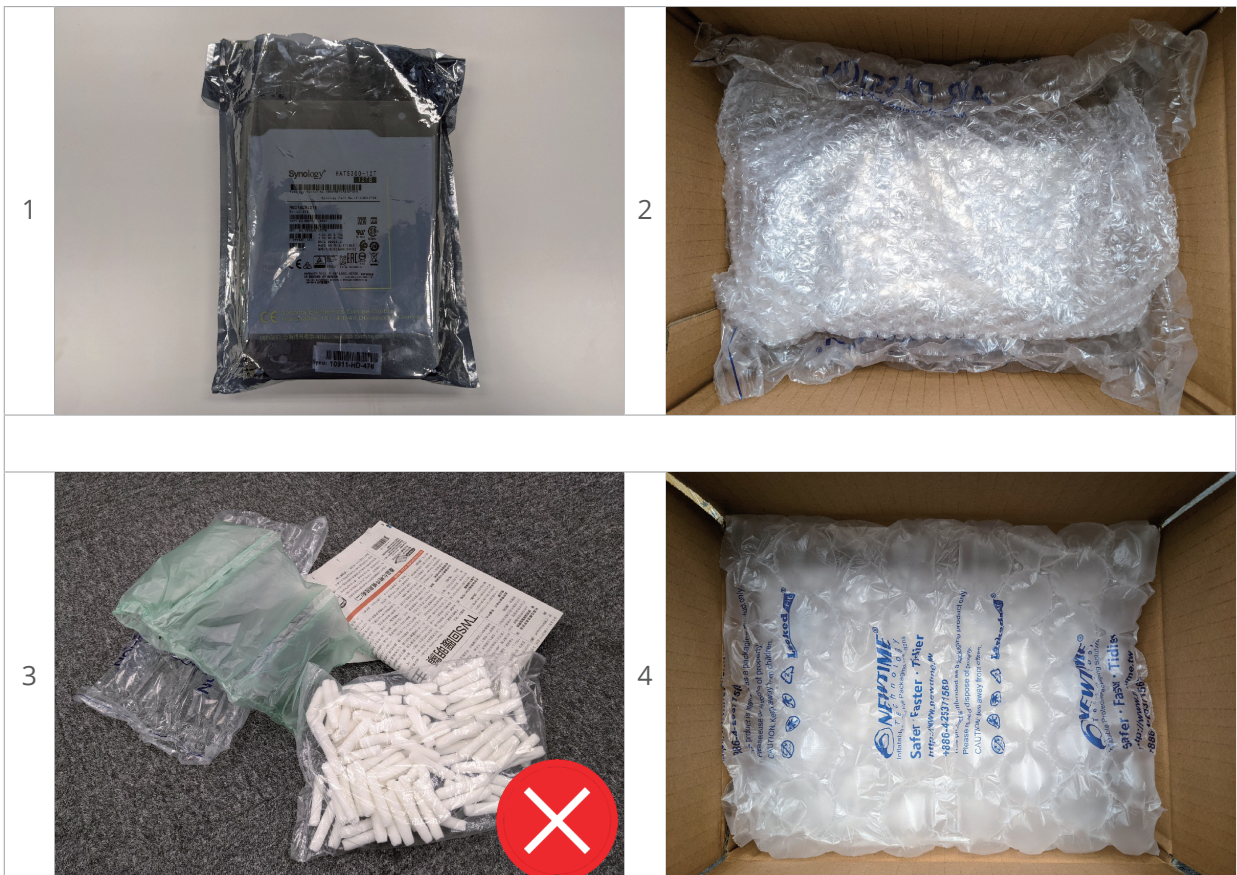
Appendix

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

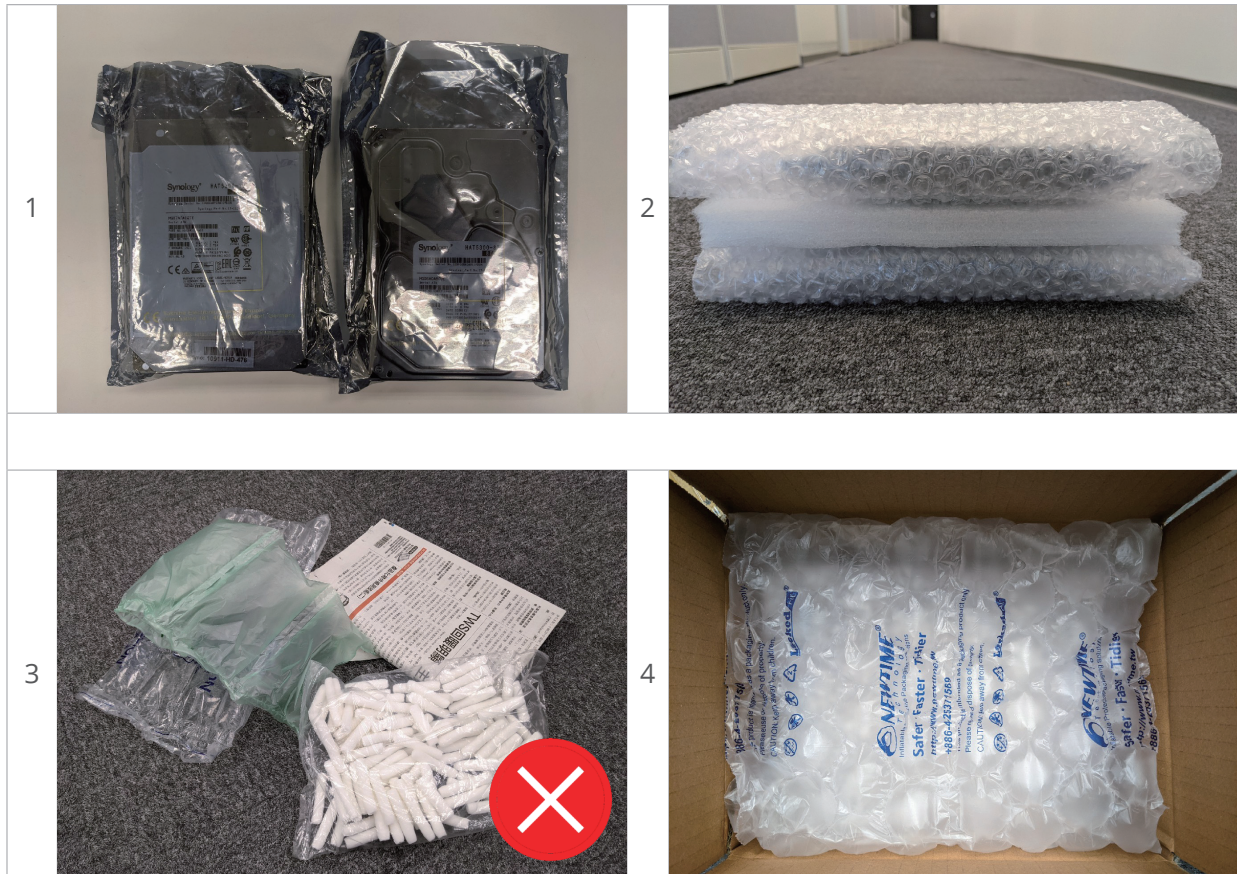
1. Package the drive in an anti-static bag or similar material to prevent ESD.
2. Wrap the drive with bubble wrap or EPE material, then carefully place it in a box.
3. Do not use packing pellets, peanuts, air bags, or newspaper.
4. Make sure there are no free space in the box for the drive to shift around.
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.





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.



5





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