

Models: ALL MODELS AND ACCESSORIES

Subject: HDD WARRANTY PROGRAM

The warranty policies and equipment return procedures covering hard disk drives, printed circuit boards, and laser units used in Toshiba systems are explained in Toshiba Marketing Bulletin ma1640 (downloadable from Toshiba FYI) --- Go to:

Tech-To-Go ~ Other Downloads ~ Bulletins ~ Marketing Bulletins ~ MKTG-1640

As described in that bulletin, all drives purchased after May 1, 2004 are covered under warranty for three years from date of purchase.

To Return a Hard Disk Drive

Complete the "TABS Controller HDD Return Form" (attached) and send it with the drive to the address listed on the form. If the drive is from a controller (SC2, GL1010, GL1020) indicate the model on the form. If no model is selected, a blank drive will be returned to you. Failure to completely fill out the form will result in the damaged drive being returned to the dealer. If your drive qualifies, you will be sent a replacement.

If you are not sure when your drive(s) was purchased, refer to your purchase order for the Toshiba equipment in which the drive(s) was used and, if the equipment is still under warranty, return the drive(s) and a copy of the purchase order to Hytec Dealer Services with the TABS Controller HDD Return Form (attached to this document).

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Shipping Drives to Hytec

When returning a drive to Hytec, follow these guidelines:

1. The drive must be placed in an antistatic bag and surrounded on all sides by solid foam at least two inches thick. Do not use bubble wrap or peanuts.
2. The drive must be sealed in a sturdy cardboard shipping container.
3. Remember to include the return form.

Qualifying warranty parts can be returned free of charge via UPS ground services. Dealers may use the UPS account number **EA6787** to return warranty parts only. This requires that you use the carrier's on-line shipping modules. Please note that Toshiba pays freight on ground deliveries to the Hytec/Orlando address only.

Dealers who wish to expedite delivery may do so at their own cost by contacting Hytec Dealer Services.

(See TABS Controller HDD Return Form attached.)

TABS Controller HDD Return Form

Date: _____ Dealer #: _____

Dealer Name: _____

Address: _____

City/StateZip: _____

Dealer Contact: _____ Contact Phone # _____

Controller Model*: _____ Controller Serial #: _____

Controller Failure: _____

HDD Type/Size:(SATA/ EIDE) _____ HDD Serial #: _____

* If GL-1010 ,replace with the blank drive for LINUX or the GL 1010HDD for NT
 Note: Drive must be packed as described in this bulletin.

THE FOLLOWING SECTION IS FOR TABS INTERNAL USE ONLY

HDD Received: _____ Documentation Included: Y N

Packed Correctly: Y N Received by: _____

OK to send replacement Y N Return to Dealer with No action: Y N

HDD to send:	GL1010 HDD (NT)	6GA56130000
	GL1020 HDD	6GA53603000
	SC2 HDD	6GA040SGHDD
	BLANK-EIDE	6GA080GBHDD
	BLANK - SATA	6GA80WDSAHD

Toshiba Warranty

c/o Hytec Dealer Services, 3600 Vineland Ave. #121

Orlando, FL 32811

UPS Acct # EA6787