

Intel® Solid-State Drive 910 Series

Limited Warranty with Media Wear Indicator, Temperature Trip, and Firmware Update Tool Restrictions

If you are a consumer under the Australian Consumer Law, this warranty does not apply to you. Please visit <http://www.intel.com/support/ssdc/hpssd/sb/CS-029645.htm> to view the limited warranty which is applicable to Australian consumers.

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 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; PROVIDED, HOWEVER, THAT THE WARRANTY PERIOD IS IMMEDIATELY TERMINATED UPON THE OCCURRENCE OF ANY ONE OR MORE OF THE FOLLOWING EVENTS:

(A) THE USAGE OF THE DRIVE, AS MEASURED BY INTEL'S IMPLEMENTATION OF THE "SMART" ATTRIBUTE "WEAR INDICATOR", REACHES OR EXCEEDS A VALUE OF "0x64", AS REPORTED BY THE INTEL® SSD DATACENTER TOOL; OR

(B) THE TEMPERATURE OF THE DRIVE, AS MEASURED BY INTEL'S IMPLEMENTATION OF THE "SMART" ATTRIBUTE "MAXIMUM TEMPERATURE", REACHES OR EXCEEDS THE A VALUE OF "0x56", AS REPORTED BY THE INTEL® SSD DATACENTER TOOL; OR

(C) THE FIRMWARE IS UPDATED ON THE PRODUCT USING ANY TOOL OTHER THAN THE INTEL® SSD DATACENTER TOOL.

The "Wear Indicator" and "Maximum Temperature" are specified in the Intel datasheet for the Product, and can be accessed using the Intel® Solid-State Drive Datacenter Tool software available as a free download from Intel. By using the Intel SSD Datacenter Tool, the user can find the SMART attribute "Wear Indicator" in Byte number 46 and the "Maximum Temperature" in Byte number 12 of the log page titled "0x2F". For Windows, this information can be retrieved by entering the following in the Command Prompt: "issdct.exe -log 0x2F -drive <drivenum> -device <devicenum> -verbose". For Linux, enter the command: "./issdct -log 0x2F -drive <drivenum> -device <devicenum> -verbose". A new, unused drive will show a Wear Indicator value of "0x00", while a drive that has reached its write endurance limit will show a Wear Indicator value of "0x64" or greater. A drive that has exceeded its temperature limit will show "Maximum Temperature" attribute value greater of "0x56" or greater.

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 STATE, NATIONAL, PROVINCIAL OR LOCAL 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 characterized errata are available upon request. Further, this Limited Warranty does NOT cover:

- Any costs associated with the repair or replacement of the Product including labor, 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) has 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 "Wear Indicator" value of "0x64", as set forth above; OR
- Any Product the temperature of which exceeds the maximum threshold, as measured by the SMART attribute "Maximum Temperature" value of "0x55", as set forth above; OR
- Any Product for which the firmware has been updated using any tool other than the Intel® SSD Datacenter Tool.

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") center in your region within the warranty period during normal business hours (local time), excluding holidays and return the Product to the designated ICS center. (See below for information regarding how to contact ICS in your region.) Please be prepared to provide:

1. Your name, mailing 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 (within the USA), 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.)

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. Some states (or jurisdictions) do not allow the exclusion of implied warranties so this limitation may not apply to you. ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. Some states (or jurisdictions) do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.



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THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR JURISDICTION.

ANY AND ALL DISPUTES ARISING UNDER OR RELATED TO THIS LIMITED WARRANTY SHALL BE ADJUDICATED IN THE FOLLOWING FORUMS AND GOVERNED BY THE FOLLOWING LAWS: FOR THE UNITED STATES OF AMERICA, CANADA, NORTH AMERICA AND SOUTH AMERICA, THE FORUM SHALL BE SANTA CLARA, CALIFORNIA, USA AND THE APPLICABLE LAW SHALL BE THAT OF THE STATE OF DELAWARE. FOR THE ASIA PACIFIC REGION (EXCEPT FOR MAINLAND CHINA), THE FORUM SHALL BE SINGAPORE AND THE APPLICABLE LAW SHALL BE THAT OF SINGAPORE. FOR EUROPE AND THE REST OF THE WORLD, THE FORUM SHALL BE LONDON AND THE APPLICABLE LAW SHALL BE THAT OF ENGLAND AND WALES.

IN THE EVENT OF ANY CONFLICT BETWEEN THE ENGLISH LANGUAGE VERSION AND ANY OTHER TRANSLATED VERSION(S) OF THIS LIMITED WARRANTY (WITH THE EXCEPTION OF THE SIMPLIFIED CHINESE VERSION), THE ENGLISH LANGUAGE VERSION SHALL CONTROL.