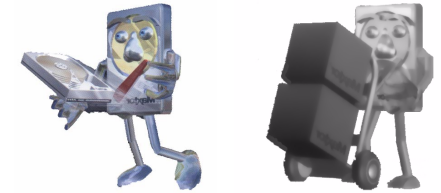


DRIVE HANDLING & VOID WARRANTY CRITERIA

16/10/2003



Void Warranty Exception:
Maxtor authorises data recovery companies to recover customer data from failed Maxtor drives without voiding the Maxtor limited warranty. The drive must be returned completely re-assembled and any HDA opened have an approved Company label stating as such.



← Corners / top cover bent / dented

← Top cover label damaged / removed or defaced

← Screws opened / removed or stripped

← Seal removed / punched

← Serial number missing / mismatched or illegible



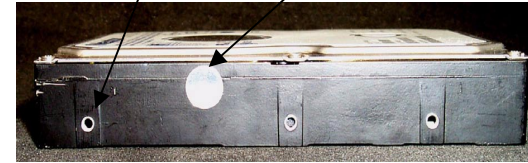
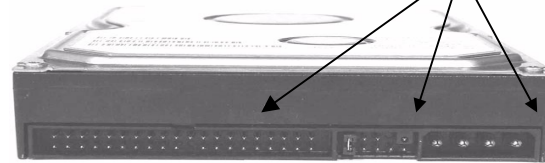
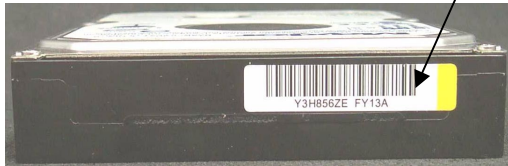
← Base casting damaged / corroded or broken

← PCB missing / cracked or damaged
← Components missing / broken
← Circuit cut / altered / corroded

← Ribbon / power cable jumper housings broken
← Pins missing / bent

← Screw hole damaged / stripped or plugged

← Seal removed / punched

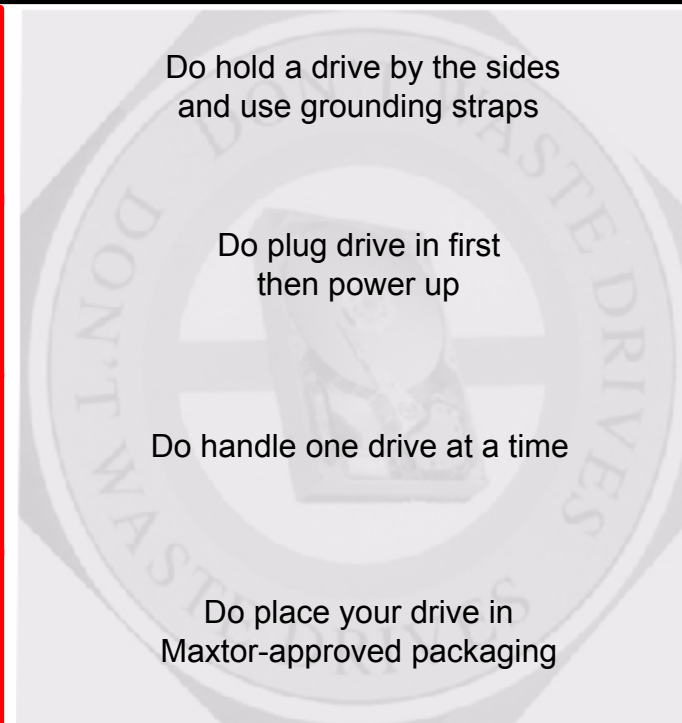


Don't touch PCB

Don't hotplug drives

Don't stack drives

Don't drop drives



Do hold a drive by the sides and use grounding straps

Do plug drive in first then power up

Do handle one drive at a time

Do place your drive in Maxtor-approved packaging

