

Product Beyond Repair

Some products may not be repairable as they are beyond the maximum age limit, have extensive physical damage, and/or are priced so competitively that repair is not economically feasible. In these cases, purchasing a new, replacement drive is recommended. We strongly encourage discussions with our Applications Engineering department prior to requesting a RMA to qualify each return.

In the event that product is not repairable, contact will be made to determine the final course of action: return the product as is, or factory disposal. Factory disposal relieves the customer of return freight charges; however, any evaluation fees still apply.

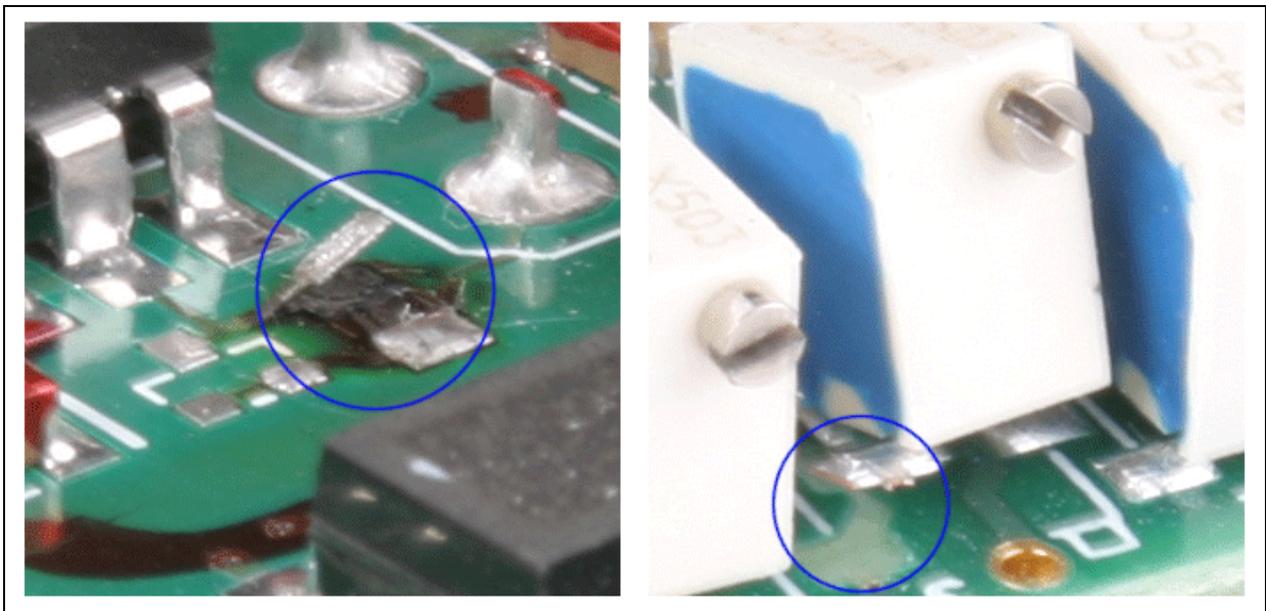
Examples:

- **Printed Circuit Board (PCB) Damage**
 - **Lifted Pads / Traces** – It is not possible to repair this type of damage
 - **Burned PCB** (not including soot on the PCB from burned components) – Even minor burns can change the electrical characteristics of the PCB material and compromise the isolation between traces and components.
- **Substantial component failure** – Although it is technically possible to replace any and all components on a PCB, there is a practical limit above which the reliability falls below acceptable standards.
- **Age of Product** – After 5 years of age we have found that the investigation time, replacement components, testing procedures, and general processing costs to repair these products go beyond the established pricing. In the interest of keeping your equipment operating at peak performance for years to come, units shipped more than 60 months ago are generally not accepted for repair. We recommend purchasing new replacements.

Visual Examples of Products Beyond Repair

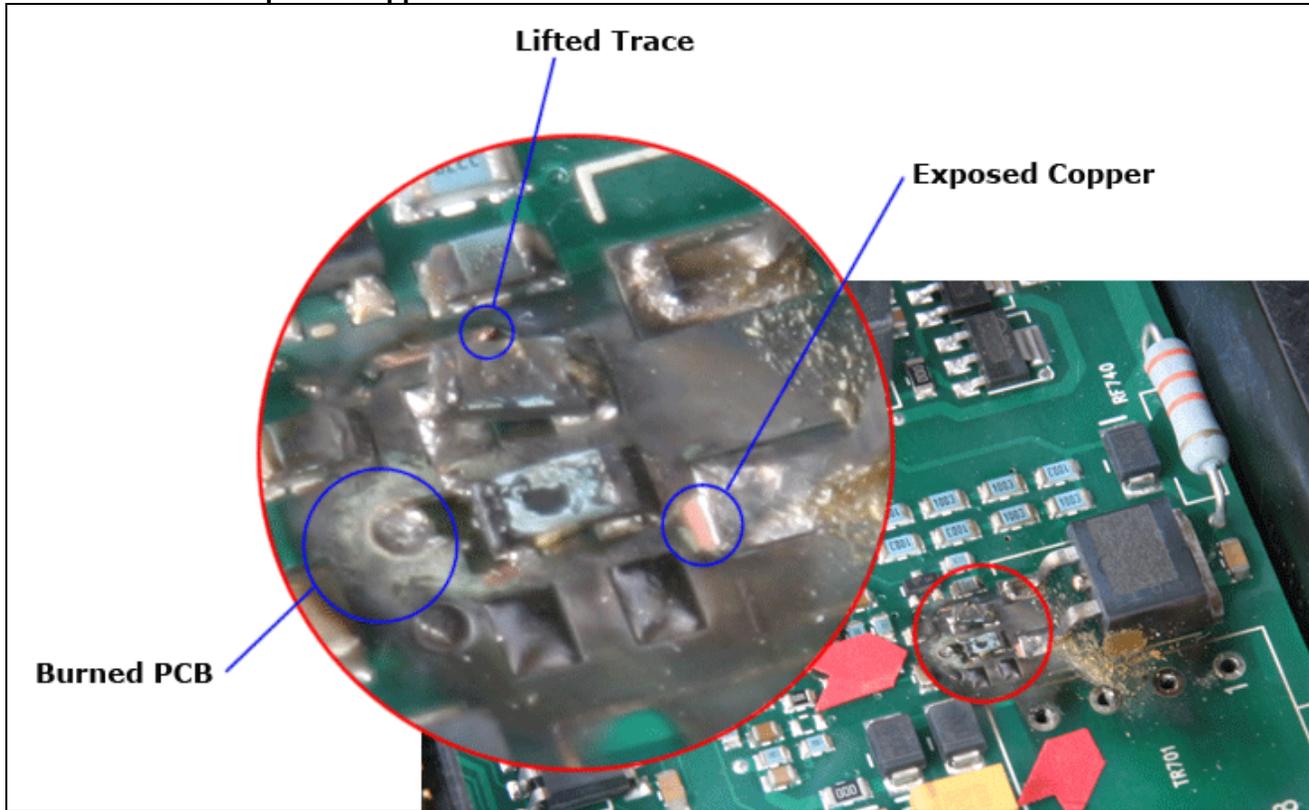
To save time and money, reference these images to determine if your unit is beyond repair before sending it in.

Lifted Pads



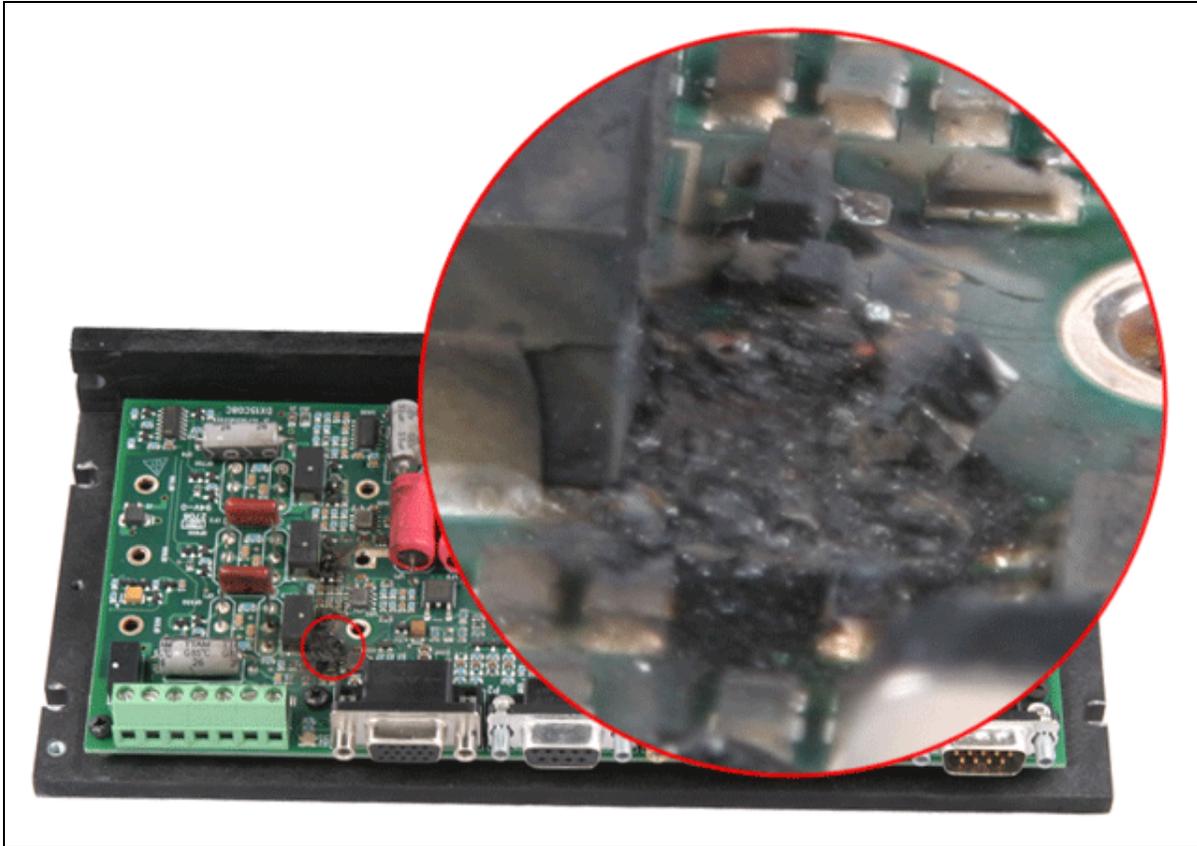
Both images show lifted pads. Neither can be repaired so the units would have to be replaced. In addition to having a lifted pad, the image on the left has a burned PCB. The image on the right shows how a pad can be lifted from purely physical misuse.

Lifted Traces and Exposed Copper

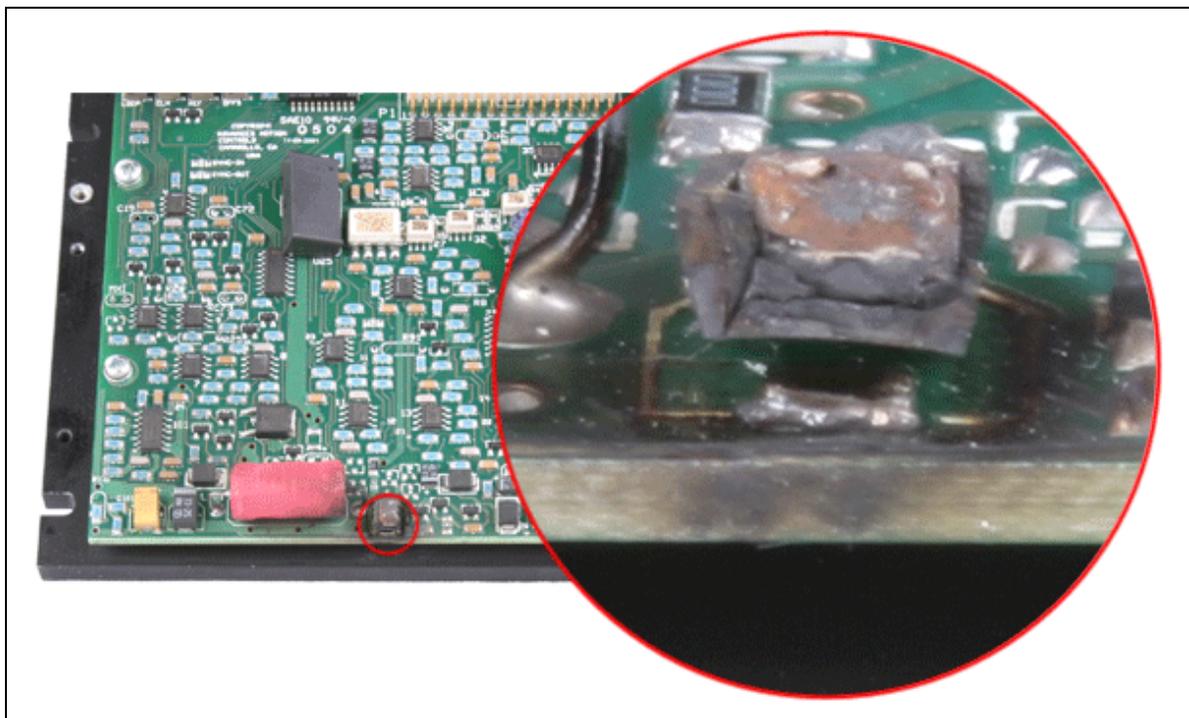


In this image the burned PCB is the most obvious reason to declare the drive beyond repair. However both the lifted trace and exposed copper can also make a product beyond repair.

Burned PCB



This unrepairable damage is easy to identify since the burns penetrate several layers on the PCB.



Here the damage is subtle and may require magnification to see the PCB damage. Structurally the PCB is intact, however the burns increase conductivity and compromise the isolation between traces and components. The burns are more than superficial and therefore they can't be simply cleaned off.