

addlink

# Consumer Product Warranty Policy

## Warranty Policy

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## Warranty Introduction

Thank you for purchasing addlink's product (the "Product"). addlink appreciate your business and strive to provide you with the highest quality of service. Please read the following terms and conditions carefully before using the product provide by addlink technology. By using the product, you agree to be bound by the terms and conditions of the addlink Limited Warranty Statement ("Agreement").

All addlink Technology, Corp. (addlink) products are warranted and tested to be free from defects in material and workmanship and to conform to the published specifications.

If, during the warranty period, your addlink product(s) fail under regular use in the recommended environment due to improper workmanship or materials, addlink will provide warranty service according to the following terms and conditions.

### Warranty Period and Service

- Your addlink product is covered by this Warranty for a specified warranty period starting from the original purchased date. Proof of the original purchase date required for warranty service
- addlink will inspect and, at its sole discretion, repair, or replace the product with a refurbished or equivalent product.
- Please note that addlink may refuse to provide inspection, repair or replacement for the products that are out of warranty or have exceeded their endurance limits, and fees may apply for out-of-warranty services.

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## Warranty Limitations

The addlink Limited Warranty cover defects in materials and workmanship for the specified warranty period. However, there are limitations to the warranty that you should be aware of. The following are not covered by the warranty:

1. Wear and tear associated from normal use.
2. Damage caused by you or any non-authorized third-party.
3. Damage caused by acts of nature, abnormal mechanical or environmental conditions, modification, abuse, accident, disassembly, misapplication, neglect, or abnormal use conditions.
4. Damage caused by unauthorized repair.
5. Products with modification to the serial number or manufacturer identification label(s) or sticker(s), whether removed, falsified, damaged, altered, or made illegible.
6. Damage caused by improper assembly, handling, installation, or operation, including any use not in accordance with any supplied product instructions.
7. Damage caused by an external electrical fault or by connection to an improper voltage supply.
8. Removal or reassembly of the heat spreader.
9. Missing, damaged, detached, eroded, or bent contact pins, chips, parts, casing, connectors, or heat spreader;
10. Any other cause which does not relate to a product defect in materials or workmanship.
11. Any improper action that causes the flash to exceed the lifespan limitation.

In addition, any damage or alteration of warranty, quality or authenticity stickers, and/or product serial or electronic numbers, unauthorized repair or modification, or any physical damage to the product or evidence of opening or tampering with the product casing will also void this Warranty.

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### Warranty Exclusions

The addlink Limited Warranty does not cover problems or damage resulting from above-listed exclusions.

If your product is found to be within the warranty period and is not excluded under the above-listed conditions, addlink will either repair or replace the product, at its sole discretion. However, the maximum liability of addlink under this warranty is limited to the original purchase price of the product.

The Warranty shall only apply to the original purchaser of addlink products and is not transferable. The transferees of addlink products and/or anyone who stands to profit from this Warranty without addlink's prior written authorization will not be covered by this Warranty.

### Disclaimer

addlink shall not be liable for any damage to or loss of any program or data resulting from a failed product, and shall not be responsible for data recovery or backup. It is recommendation that you back up your data before claiming warranty service. To the extent permitted by applicable law, addlink disclaims any liability for consequential, indirect, or incidental damages, including but not limited to lost profits, lost business investments, lost goodwill, or damages resulting from loss data.

Addlink shall also not be responsible for any defect damage, or data loss arising from the delivery of the product for repair or replacement. Additionally, addlink shall not be liable for the failure of any third-party equipment, even if addlink has been advised of the possibility.

Furthermore, addlink shall not be liable for any personal injury or death or any loss or damages to property arising from the product's use in a situation in which personal injury or death is likely to occur. Such situations include, but are not limited to , medical or medical-related equipment, military or military-related equipment, traffic control equipment, aircraft, nuclear energy system, combustion control system, and disaster prevention systems.

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Please note that this disclaimer does not affect any statutory rights you may have as a consumer under applicable law.

### Obsolete or Discontinued Products

In the event that addlink discontinues a product or model and cannot replace it with the same product, addlink will replace it with a comparable product of similar specification or function.

### Other Statement

This warranty is complete and supersedes all other warranties and representations, whether oral or written, between you and addlink. addlink makes no other warranties, including any warranty of merchantability or fitness for a particular purpose, expressly or impliedly.

All warranties, whether express or implied, are limited to the periods of time set forth below. Some states and jurisdictions do not allow the exclusion of implied warranties or limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

During the process of warranty service, addlink may acknowledge or read and save the data and information (collectively, "Information") stored in the product during the process of warranty service. addlink hereby agrees that addlink will not disclose any Information to any third parties except addlink's employees who may need to access the Information for the purpose of providing any service to you, or without your prior written consent.

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## Limited Warranty Condition

The limited warranty period for Solid State Storage ends when either of the following occurs:

(a) the time limit specified by the warranty expires, or (b) the Solid-State Storage reaches its endurance limit (TBW – Total Bytes Written). TBW is a measure of the SSD's expected lifespan. The SSD SMART percentage used value, as indicated by CrystalDiskInfo or addlink's toolbox, reflects the TBW status.

: <https://crystalmark.info/en/software/crystaldiskinfo/>

: <https://www.addlink.com.tw/ssdtoolbox>

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## Check the SSD Remaining Lifespan

### 1. CrystalDiskInfo

A new, unused product will have a **Percentage Used** value of 0.  
A product that reaches its warranty limit will have a **Percentage Used** value equal to or greater than 100, indicating that it has exceeded the TBW limits.

The screenshot shows the CrystalDiskInfo application window for an SSD. The health status is 'Good' with a '100%' usage indicator. The temperature is 34 °C. The drive is identified as 'SSD 256GB 256.0 GB'. The 'Percentage Used' attribute is highlighted with a red box, showing a value of 0.

ID	Attribute Name	Raw Values
01	Critical Warning	0
02	Composite Temperature	309
03	Available Spare	100
04	Available Spare Threshold	10
05	Percentage Used	0
06	Data Units Read	379703
07	Data Units Written	247227
08	Host Read Commands	5483478
09	Host Write Commands	3414960
0A	Controller Busy Time	115
0B	Power Cycles	48
0C	Power On Hours	22
0D	Unsafe Shutdowns	10
0E	Media and Data Integrity Errors	0
0F	Number of Error Information Log Entries	0

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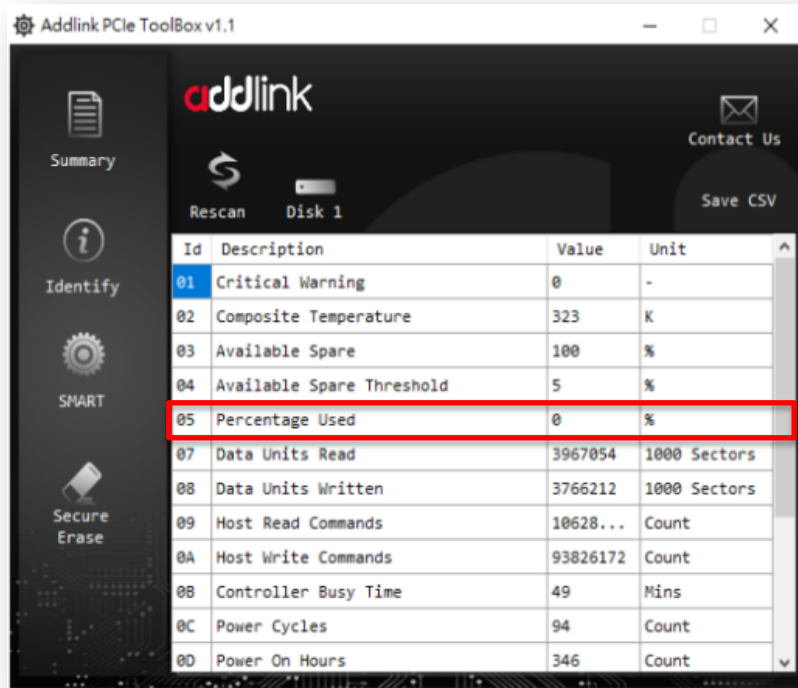
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## 2. addlink's Toolbox

Same as CrystalDiskInfo. A new, unused product will show a **Percentage Used** value of 0.

When a product that reaches its warranty limit will show a **Percentage Used** value greater than or equal to 100, it exceeds the used TBW.



The screenshot shows the Addlink PCIe ToolBox v1.1 interface. On the left, there is a navigation menu with icons for Summary, Identify, SMART, and Secure Erase. The main area displays 'Rescan' and 'Disk 1' buttons. A table of SMART data is shown below, with the 'Percentage Used' row (ID 05) highlighted in red. The table has columns for Id, Description, Value, and Unit.

Id	Description	Value	Unit
01	Critical Warning	0	-
02	Composite Temperature	323	K
03	Available Spare	100	%
04	Available Spare Threshold	5	%
05	Percentage Used	0	%
07	Data Units Read	3967054	1000 Sectors
08	Data Units Written	3766212	1000 Sectors
09	Host Read Commands	10628...	Count
0A	Host Write Commands	93826172	Count
0B	Controller Busy Time	49	Mins
0C	Power Cycles	94	Count
0D	Power On Hours	346	Count



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# Duration of Warranty

The duration of the warranty for Solid State Storages is limited and ends at the earlier of two conditions: either the time limit specified by warranty expires, or the product reach its endurance limit.

Please refer to the following table for the basic product warranty period.

## Flash Product

### M.2 NVMe SSD

Form Factor	Interface	Model	Warranty Period
M.2 NVMe	Gen3x4	S68, S70, S70 Lite, S72	5 Years
M.2 NVMe (RGB)	Gen3x4	AddGame X70	5 Years
M.2 NVMe (NAS)	Gen3x4	addNAS N50	5 Years
M.2 NVMe	Gen4x4	S90, S92, S95, S90 Lite	5 Years
M.2 NVMe	Gen4x4	S91 (M.2 2230)	5 Years
M.2 NVMe (Heatsink)	Gen4x4	AddGame A90, A92, A95	5 Years

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### SATA SSD

Form Factor	Interface	Model	Warranty Period
M.2 SATA	SATA III 6Gb/s	S25	3 Years
2.5" SATA	SATA III 6Gb/s	S20, S22	3 Years
2.5" SATA	SATA III 6Gb/s (NAS)	addNAS N10	5 Years

### External SSD

Form Factor	Interface	Model	Warranty Period
External SSD	USB 3.2 Gen2	P20	3 Years
External Enclosure	USB 3.2 Gen2	B20	1 Years

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### USB Flash Drive

Form Factor	Interface	Model	Warranty Policy
USB Flash Drive	USB 2.0	U10, U12, U15, U25, U20, U30	5 Years
USB Flash Drive	USB 3.1 Gen1	U50, U55, U65	5 Years
USB Flash Drive	TypeC OTG	T65, T80	5 Years
USB Flash Drive	USB OTG	T55, SmartLink	5 Years

### Flash Card

Form Factor	Model	Warranty Period
SD	all	5 Years
Micro SD	all	5 Years

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## Memory and Accessories

The warranty period for memory and accessories ends when the time limit specified by the warranty expires. Please refer to the following table for information on basic product warranty period.

### Memory Limited Warranty

Form Factor	DRAM Type	Model	Warranty Policy
UDIMM	DDR4	Spider S4	Lifetime Warranty
		Spider X4 (RGB)	
	DDR5	Spider S5	
		Spider X5 (RGB)	

Form Factor	DRAM Type	Model	Warranty Policy
SO-DIMM	DDR4	Spider N4	Lifetime Warranty

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## Other Accessories

Form Factor	Model	Warranty Policy
Card Reader	all	1 Years
iOS Product	all	1 Years
Cable	all	1 Years

Form Factor	Interface	Model	Warranty Period
External Enclosure	USB 3.2 Gen2	B20	1 Years

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# Terms of Product Return

To obtain warranty service, you can return a defective product to your original point of purchase, or the authorized addlink dealer or distributor from whom you bought the addlink product. Alternatively you can make a warranty service request on addlink's [RMA service](#) webpage. Through this webpage, addlink will provide warranty service from its headquarter. In this case, you will have to pay the cost of transportation and relevant insurance for delivering the product to addlink, and addlink will pay for the cost of transportation and relevant insurance for returning the product back to you after warranty service completion.

Please confirm the terms of its return policies before returning the product. Usually, you must include product identification information, such as the model number and serial number (if applicable) with a detail description of the problem that you are experiencing. You will also need to provide proof of purchase.

To the extent permitted by applicable laws, products that are not imported or sold through authorized addlink dealers or distributors are not covered by this warranty, and addlink may choose to repair or replace your product for a fee. This is ensure quality certification.

: : <https://www.addlink.com.tw/return>

## **HEADQUARTER**

6F., No. 300, Ruiguang Rd., Neihu Dist.,  
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## **CONTACT INFORMATION**

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