DERA Co., Ltd.

SSD Product Warranty Policy

This document constitutes the sole and exclusive limited warranty statement for SSD products manufactured by Beijing Deraitingxin Technology Co., Ltd., hereinafter referred to as DERA.

1. SSD Products & Warranty Period

1.1 SSD Products & Warranty Period

Product Category	Product Series	Product Capacity	Product Warranty Period ⁹
NVMe SSD	D5437	2TB	TBW: 3.7PB; 5 years
		4TB	TBW: 7.3PB; 5 years
		7.68TB	TBW: 14.1PB; 5 years
		8TB	TBW: 14.6PB; 5 years
	D5457	1.6TB	TBW: 8.8PB; 5 years
		3.2TB	TBW: 17.6PB; 5 years
		6.4TB	TBW: 35.1PB; 5 years
	D5427	1.92TB	TBW: 3.6PB; 5 years
		3.84TB	TBW: 7.1PB; 5 years
		7.68TB	TBW: 14.1PB; 5 years
	D5447	1.6TB	TBW: 8.8PB; 5 years
		3.2TB	TBW: 17.6PB; 5 years
		6.4TB	TBW: 35.1PB; 5 years
	D6436	3.84TB	TBW: 7.1PB; 5 years
		7.68TB	TBW: 14.1PB; 5 years
	D6456	3.2TB	TBW: 17.6PB; 5 years
		6.4TB	TBW: 35.1PB; 5 years
NVMe SSD	D6437	3.84TB	TBW: 7.1PB; 5 years
		7.68TB	TBW: 14.1PB; 5 years
	D6457	3.2TB	TBW: 17.6PB; 5 years
		6.4TB	TBW: 35.1PB; 5 years
	D7436	1.92TB	TBW: 3.5PB; 5 years
		3.84TB	TBW: 7.1PB; 5 years
		7.68TB	TBW: 14.1PB; 5 years
	D7456	1.6TB	TBW: 8.7PB; 5 years
		3.2TB	TBW: 17.6PB; 5 years
		6.4TB	TBW: 35.1PB; 5 years
SATA SSD	S5237	240GB	TBW: 545TB; 5 years
		480GB	TBW: 735TB; 5 years
		960GB	TBW: 1500TB; 5 years
		1920GB	TBW: 3960TB; 5 years
	S5247	240GB	TBW: 533TB; 5 years
		480GB	TBW: 1066TB; 5 years
		960GB	TBW: 2133TB; 5 years
	S5239	480GB	TBW: 1210TB; 5 years
		960GB	TBW: 1755TB; 5 years
		1920GB	TBW: 3564TB; 5 years
		3840GB	TBW: 9682TB; 5 years

^{2. *}Warranty Period Explanation:

o Time Value (Years): Calculated from the date of receipt recorded on the Proof of Delivery.

- TBW (Total Bytes Written): Total data written to the drive.
- The warranty expires upon whichever condition (Time or TBW) is met first.

1.2 DERA SSD Warranty Period Start/End:

The warranty period commences on the date of receipt recorded on the Proof of Delivery and ends on the warranty expiration date.

When submitting a product for warranty service, please provide valid proof of purchase. If valid proof of purchase cannot be provided, DERA will determine the warranty period based on the product serial number.

- 1.3 Replacement products provided by DERA under warranty inherit the remaining warranty period of the original product submitted for service.
- 1.4 If specific national/regional laws impose mandatory minimum warranty periods, DERA will provide technical support and warranty services to local consumers within the scope permitted by such laws.

3. SSD Product Warranty Service Coverage

- 2.1 During the warranty period, DERA provides free repair or replacement service for products covered under warranty. On-site service is not included. If the customer requires on-site repair or installation services from DERA, a separate written agreement is required.
- 2.2 During the warranty period, DERA ensures the quality of repaired or replacement products.
- 2.3 During the warranty period, DERA provides 7x24 hour service support.
- 2.4 During the warranty period, if a product is discontinued or repair service is no longer available, DERA will replace it with a product of equivalent capacity.

4. SSD Product Warranty Limitations

The warranty does not cover products under the following circumstances (including but not limited to):

- (1) Products determined by DERA to be counterfeit;
- (2) Physical damage caused by improper handling, such as broken connectors, deformed drive body, damaged/detached components, etc.;
- (3) Products repaired or disassembled by technicians not authorized by DERA;
- (4) Product labels that are inconsistent with the actual product, damaged, blurred, missing, or otherwise affecting product identification.

5. Technical & After-Sales Support

If you encounter any technical or after-sales issues during the installation or use of DERA products, assistance can be obtained through:

(1) Hotline: 4006063372

(2) Support Email: support@derastorage.com
(3) Product Information: www.derastorage.com

6. Disclaimer

- 5.1 To the extent permitted by applicable law, the above constitutes the complete warranty for DERA products, superseding all other warranties, whether written or oral.
- 5.2 DERA products are not authorized for use as critical components in life-support devices or any application where product failure or malfunction could reasonably be expected to result in injury or death. DERA shall not bear any legal liability for personal injury, death, personal loss, or property damage arising from the use of its products in applications including, but not limited to, military equipment, traffic control devices, disaster prevention systems, or medical equipment.
- 5.3 DERA provides limited warranty service for the SSD product itself. DERA does not provide data recovery services for your data. Therefore, DERA strongly advises customers to maintain regular backups of important data.

DERA Co., Ltd. reserves the right of final interpretation.

Notice

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DERA Co., Ltd. provides customers with comprehensive technical support and services. For any assistance, please contact our local office or company headquarters.

Address:

Room 202, West Area, Rongke Rongzhi Honeycomb Factory, No. 7, Anningzhuang East Road, Haidian District, Beijing

Notes on the Translation:

- 1. Company Name: Consistently translated as "DERA Co., Ltd.".
- 2. **Technical Terms:** "TBW" (Total Bytes Written), "NVMe SSD", "SATA SSD" are standard industry terms and retained.
- 3. **Warranty Conditions:** Key phrases like "whichever comes first" and "remaining warranty period" use standard warranty terminology.
- 4. **Disclaimer:** Legal language adapted to common English warranty disclaimer phrasing, emphasizing limitations of liability and non-authorization for critical/safety systems.
- 5. **Formatting:** Maintained the original structure (headings, lists, table) for clarity. The table formatting uses markdown for readability.
- 6. **Placeholders:** references to images are retained as-is.
- 7. **Legal & Contact Info:** Address, copyright, trademark notice, and contact details translated precisely. Address follows standard English format (specific to general).
- 8. **Tone:** Maintains the formal and legally precise tone of the original document.

