Enterprise NVMe SSD Series

Warranty Statement

DapuStor

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Trademark Notice

Version Notice

Due to product upgrade or any other reason, the contents of this document will be updated from time to time. Unless otherwise agreed, this document is only used as a guide, and assumes no express or implied warranty.

Since the document may be further modified and amended, it shall not be regarded as the final version of the corresponding product design.

The test results may vary in different system hardware, settings, or software. Please contact the regional sales / market / dealer for the latest product specification, which contains the product information at the designing stage.

Other Notices

The information provided in this document shall not be taken as the granting or assigning any copyright, trademark, patent or trade secret.

Upon receipt of this document, the recipient of this document have expressed their consent to be bound by the foregoing notices. Should any violation or damage arise, the company shall take all necessary measures to ensure that those responsible for violations of law and/or aforementioned notices are held accountable.

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1 Warranty Statement

DapuStor Corporation (hereinafter referred to as "DapuStor" in short) warrants to the purchasers (hereinafter referred to as "You" in short) of the DapuStor Enterprise NVMe SSD Series Products (hereinafter referred to as "the product" in short) with original sealed package as following:

under the premise that you correctly install and use the product, there will be no obvious defects in materials and manufacturing process, from the date that you sign for the product with the original sealed package to the date that comes earlier between the following two cases:

(a) from the date that you sign for the product with the original sealed package to the expiration date of the five-year warranty period;

(b) from the date that you sign for the product with the original sealed package to the date that the "Percentage Used Estimated" measured by standard NVMe-Cli tool has reached or exceeded 100%, or, from the date that you sign for the product with the original sealed package to the date that the product has reached or exceeded its TBW (Total Bytes Written) threshold. You can refer to the data of the product data sheet at www.dapustor.com to calculate the TBW.

If the product fails to meet the above warranty terms after DapuStor's confirmation, DapuStor will based on factors such as the nature of the fault and inventory availability, reasonably select one of the following remedial measures:

(a) repair the hardware and/or update the software of the product;

(b) replace the product with another new or refurbished product of the same capacity;

(c) If DapuStor is unable to repair or replace this product, a discounted refund will be processed based on the remaining warranty period of this product at the time you submit a warranty

service request to DapuStor.

Due to the repair or replace, before you send the product that store data to DapuStor, please ensure that you has backed up the data, and you has deleted the confidential, proprietary or personal information, etc., DapuStor will not assume any responsibility for data security.

Inapplicable cases of the warranty are as following:

(a) Failure to use this product in accordance with the product instructions or DapuStor instructions or user guides, etc.;

(b) Use this product in environments beyond the product's operating temperature range, strong magnetic fields, strong radiation, high humidity, non neutral, or corrosive

(c) Any failure or defect resulted from the use of any third party's product, software or component;

(d) Any faults or defects caused by external factors such as improper installation, incorrect use, unauthorized maintenance by DapuStor, personal reasons (physical damage caused by improper storage, operational negligence, improper testing, etc.), disasters (such as fires, floods, earthquakes), accidents, etc;

(e) Any costs incurred in the upgrading, repairing or replacing of the product, including but not limited to: installation costs, unloading costs, labor costs and other related expenses;

(f) other failure not caused by DapuStor, failure caused not using original parts, failure caused by incompatibility with third-party software or hardware;

(g) The use of the product reaches its write endurance limit, such as TBD as described above.

(h) Physical damage to the surface of the equipment that does not affect its operation;

DapuStor shall not be liable for any loss of data (including loss, deletion, corruption or tampering) resulting from any failure of the product, whatever the reason is. Furthermore, you agrees to keep a certified backup of all data on this product to prevent data loss.

Any and all disputes arising under or related to this Warranty Statement shall be governed by the laws of the People's Republic of China.The final interpretation of this document belongs to

2 Environmental Protection Support

The product conforms to the EU RoHS2.0 (2011/65/EU) Environmental Protection Standard, please refers to the table below:

Part Name	Hazardous Substance or Element									
	Pb	Hg	Cd	Cr6+	PBB	PBDE	DEHP	BBP	DBP	DIBP
Component	O	O	O	O	O	O	O	O	O	O
PCB	O	O	O	O	O	O	O	O	O	O
Solder Paste	O	O	O	O	O	O	O	O	O	O
Passive & Active Device	O	O	O	O	O	O	O	O	O	O
Note:	"O" represents that the concentration of the hazardous substance or element in all homogeneous materials in the part meets the standard requirement of the revision instruction 2011/65/EU of the EU ROHS instruction 2015/863.									

3 Certification Information

Certification Item	Organization/ Country	Description
FCC	America	Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the users' authority to operate the equipment.
CE	Europe	Hereby, DapuStor declares that the product is in compliance with the essential requirements and relevant provisions of the RED Directive 2014/53/EU.

If you have any question, please call 400-9938-968. We will solve it for you at the first time.

www.dapustor.com

DapuStor Corporation

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Appendix - Limited Warranty Specification

The specified value for the comprehensive temperature of the DapuStor enterprise-level NVMe SSD series product's SMART information.

Product	Warranty Temperature Limit	Reported by	Commands Used
Haishen3 Series eSSD AIC, U.2	Sensor0 348K (75°C); Sensor1 373K (100°C); Sensor2-5 average 348K (75°C)	**Log Page Identifier:** Log ID=0xCA,Byte [7:6],[1:0] "HighestTemperature Kelvin" Equaling or Exceeding 358K; Log ID=0xCA,Byte [15:14], "HighestTemperature Kelvin" Equaling or Exceeding 393K	**Linux:** nvme get-log /dev/nvme0n1 -i 0xca -l 64 -s 1 or nvme dapu get-selfDefineSmartInfo /dev/nvme0 -H
Haishen3-XL Series eSSD AIC, U.2	Sensor0 348K (75°C); Sensor1 373K (100°C); Sensor2-5 average 348K (75°C).	**Log Page Identifier:** Log ID=0xCA,Byte [7:6],[1:0] "HighestTemperature Kelvin" Equaling or Exceeding 358K; Log ID=0xCA,Byte [15:14], " Highest Temperature Kelvin" Equaling or Exceeding 393K	**Linux:** nvme get-log /dev/nvme0n1 -i 0xca -l 64 -s 1 or nvme dapu get-selfDefineSmartInfo /dev/nvme0 -H

Roealsen5 Series eSSD AIC, U.2	Composite Temperature 351K (78°C); Sensor1 373K (100°C); Sensor2-5 351K (78°C).	**Log Page Identifier:** Log ID=0xCA,Byte [7:6],[1:0] "Highest Temperature Kelvin" Equaling or Exceeding 358K; Log ID=0xCA,Byte [15:14], "Highest Temperature Kelvin" Equaling or Exceeding 393K	**Linux:** nvme get-log /dev/nvme8n1 -i 0xca -l 1128 -s 1
Xlenstor2 Series eSSD U.2	Composite Temperature 351K (78°C); Sensor1 373K (100°C); Sensor2-5 351K (78°C).	**Log Page Identifier:** Log ID=0xCA,Byte [7:6],[1:0] "Highest Temperature Kelvin" Equaling or Exceeding 358K; Log ID=0xCA,Byte [15:14], "Highest Temperature Kelvin" Equaling or Exceeding 393K	**Linux:** nvme get-log /dev/nvme8n1 -i 0xca -l 1128 -s 1

Jiaorong5 Series eSSD AIC, U.2	Composite Temperature 351K (78°C); Sensor1 373K (100°C); Sensor2-5 351K (78°C).	**Log Page Identifier:** Log ID=0xCA,Byte [7:6],[1:0] "Highest Temperature Kelvin" Equaling or Exceeding 358K; Log ID=0xCA,Byte [15:14], "Highest Temperature Kelvin" Equaling or Exceeding 393K	**Linux:** nvme get-log /dev/nvme8n1 -i 0xca -l 1128 -s 1
Roealsen6 Series eSSD E3.S ,U.2	Composite Temperature 350K (77°C) Sensor1 373K (100°C) Sensor2-6 350K (77°C)	**Log Page Identifier:** Log ID=0xC3, Byte [1:0] "Flash Highest Temperature Kelvin" Equaling or Exceeding 350K; Log ID=0xC3, Byte [15:14] " Controller Highest Temperature Kelvin" Equaling or Exceeding 373K	**Linux:** nvme get-log /dev/nvme0n1 -i 0xc3 -l 256 -s 1
Haishen 5 Series eSSD E1.S,E3.S,U.2	Composite Temperature 350K(77°C); Sensor1 373K(100°C);	**Log Page Identifier:** Log ID=0xC3, Byte [1:0]"Flash Highest Temperature Kelvin'Equaling or	**Linux:** Nvme get-log /dev/nvme0n1 -i 0xc3 -256-s

	Sensor2 358K(85°C); Sensor3 6 351K(78°C).	Exceeding 351K; Log ID=0xC3, Byte [7:6]“Highest Temperature Kelvin'Equaling or Exceeding 358K; Log ID=0xC3,Byte [15:14]“Controller Highest Temperature Kelvin" Equalingor Exceeding 373K	1