

# Deutscher RMA Wegweiser

The screenshot shows a Microsoft Internet Explorer browser window displaying the Hitachi Global Storage Technologies website. The address bar shows the URL: <http://sjedge02.san Jose.ibm.com/warranty/jsp/index.jsp>. The website header features the Hitachi logo with the tagline 'Inspire the Next' and the company name 'Hitachi Global Storage Technologies, Inc.'. A navigation menu includes links for HOME, PRODUCTS, SUPPORT (highlighted), PARTNERS, and ABOUT US. Below the navigation is a search bar with a 'GO' button. The main content area is titled 'Hard disk drive warranty' and contains the following text:

Find warranty information, return a product through the return material authorization (RMA) process or get status on your RMA.

For IBM-labeled drives, please proceed below to process your request.  
For Hitachi-labeled drives, please email [hitachirma@sac.slr.com](mailto:hitachirma@sac.slr.com) worldwide or contact 1-888-800-2770 within the United States.

Quick links:

- [Advantages of running DFT](#)
- [How to locate serial number and part number](#)
- [Packaging instructions](#)
- [Data recovery policy](#)
- [Technical support centers](#)

Additional links in the left sidebar include: Support home, Technical Library, Downloads, Warranty (highlighted), and Contact support.

At the bottom of the page, there is a footer with the copyright notice: Copyright © 2003, Hitachi Global Storage Technologies. On the right side of the footer, there are links for Contact Us, Hitachi.com, and Privacy.

Auf dieser Seite haben Sie folgende Auswahlmoeglichkeiten ( von oben nach unten ).

- \* Ueber Hitachi Global Storage Technologies Garantieabwicklung.
- \* Ausfuehren des Drive Fitness Test ( DFT ).
- \* Festplatten Checkliste.
- \* Pruefe Garantie Status, und erstelle RMA# ( Retourenberechtigung ).
- \* Hitachi Global Storage Technologies Datenrettungspolitik und Verpackungshinweise
- \* Pruefe RMA Status
- \* Nur fuer Hitachi Intern

# Deutscher RMA Wegweiser

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## Run drive fitness test (DFT)

**Advantages for running drive fitness test (DFT):**

- Tests the operation of desktop PC and notebook hard drives
- Enables end users to easily perform real-time analysis of hard drives
- Automatically logs significant error events to track potential hard drive problems
- Helps prevent misdiagnosis of a system problem, preventing unnecessary disruptions to operation
- Reduces unnecessary replacement of hard drives, helping to reduce hard disk drive problem reoccurrence

The technical result code (TRC) is an output summary code generated by the drive fitness test (DFT). Additionally, a DFT log file is created containing detailed information when DFT completes. Either the TRC or the DFT log file may be specified when returning a defective hard disk drive using the return material authorization (RMA) process.

[Download DFT](#)   [Warranty home](#)

**Quick links**

- [Advantages of running DFT](#)
- [How to locate serial number and part number](#)
- [Packaging instructions](#)
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## Vorteile des Hitachi Drive Fitness Test ( DFT )

- \* Prüft die Funktionalität von Hitachi Desktop und Notebook Festplatten.
- \* Erlaubt dem Endanwender die Echtzeitanalyse von Festplatten.
- \* Speichert wesentliche Fehler automatisch in einer Logdatei.
- \* Hilft Fehldiagnosen von Systemfehlern zu vermeiden.

Vermeidet das unnötige Tauschen von Festplatten,

Als Fehlercode generiert der Drive Fitness Test einen Technical Result Code ( TRC ) gleichzeitig erzeugt DFT eine detaillierte Logdatei.  
TRC und Logdatei können auf der RMA Seite angegeben werden.

Der Drive Fitness Test ( DFT ) bietet eine schnelle und zuverlässige Methode um Hitachi IDE und SCSI Festplatten zu testen.

Der Drive Fitness Test führt " nur " Lesetests durch und ist daher " sicher " , da er keine Daten des Kunden überschreibt.

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The screenshot shows a Microsoft Internet Explorer browser window displaying the Hitachi Global Storage Technologies website. The page title is "Hard disk drive checklist". The navigation menu includes HOME, PRODUCTS, SUPPORT (highlighted), PARTNERS, and ABOUT US. The main content area contains a checklist for hard disk drives, a "Quick checks" section, and a "Quick links" sidebar. The footer includes copyright information for 2003 and links for Contact Us, Hitachi.com, and Privacy.

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## Hard disk drive checklist

Many customers return drives as defective when, in fact, the drives are tested and classified as 'no problem found'. Before requesting warranty service, please use the following information to help you determine if the drive is defective and needs to be replaced. Making sure that the drive is defective before it is returned will save you (and Hitachi) both time and money.

1. Use one of the quick checklists if you are familiar with troubleshooting disk drives.
2. Use one of the [step-by-step procedures](#) for tips on how to perform the basic troubleshooting steps.
3. Use the drive fitness test to determine if the drive is functional.  
[Download the drive fitness test](#)

**Quick checks:**

DOS, Windows, OS/2: [ATA/IDE](#) | [SCSI](#)  
Macintosh: [ATA/IDE](#) | [SCSI](#)

If your drive appears to be defective, see the [verify warranty status](#) page to determine if your drive is still under warranty.

- [Verify warranty status](#)
- [Packaging instructions](#)

[Warranty home](#)

**Quick links**

- [Advantages of running DFT](#)
- [How to locate serial number and part number](#)
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Viele Kunden senden Festplatten unter Garantie ein , obwohl die Platten spaeter als "fehlerfrei" von uns getestet werden und als problemlos klassifiziert werden muessen..

Um solche Faelle und unnoetige Kosten ( fuer Sie und Hitachi ) zu vermeiden, bitten wir Sie mit Hilfe der Checklists zu pruefen , ob Ihre Festplatte wirklich einen Defekt aufweist bevor sie die Garantie in Anspruch nehmen.

# Deutscher RMA Wegweiser

The screenshot shows a Microsoft Internet Explorer browser window displaying the Hitachi Global Storage Technologies website. The address bar shows the URL: <http://sjedge02.san Jose.ibm.com/warranty/jsp/arma31.jsp>. The website header includes the Hitachi logo and the text "Hitachi Global Storage Technologies, Inc.". The navigation menu has "SUPPORT" highlighted. The main content area is titled "Verify warranty status" and includes a sub-heading "Country and hard disk drive information entry". The text explains that this form is used to determine if a Hitachi hard disk drive is within warranty and provides instructions for returning a defective drive through the RMA process. It also mentions a 14-day processing time for replacements. A note states that Travelstar E external drives are not covered. The form includes a dropdown menu for "Select Country" (currently showing "Cannot find country"), input fields for "Serial number" and "Part number", and buttons for "continue" and "Clear settings". A "Quick links" section on the right provides links to "Advantages of running DFT", "How to locate serial number and part number", "Packaging instructions", "Data recovery policy", and "Technical support centers".

Auf dieser Seite koennen Sie pruefen, ob sich eine Hitachi Festplatte in Garantie befindet.  
Bitte folgen Sie den Anweisungen wie folgt:

1. Waehlen Sie das Land aus, in das die Austausch-Festplatte geschickt werden soll.  
Sollte Ihr Land sich nicht auf der Liste befinden, waehlen bitte Sie "Cannot Find Country".
2. Tragen Sie hier die Seriennummer und Partnummer der Festplatte ein, und waehlen Sie "Continue"

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Hitachi Global Storage Technologies - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address <http://sjedge02.san jose.ibm.com/warranty/jsp/arma314.jsp> Go

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## Verify warranty status

Country and hard disk drive information > **Warranty valid**

Serial number: F30239047K Part number: 09L3903

Our records indicate that your warranty is still valid and that you are eligible for a replacement.

You must return your FAILED drive to Hitachi Global Storage Technologies , once it has been receipt validated a replacement drive will be shipped to you. If you do not agree with this, please, press the 'back' button.

[Run drive fitness test \(DFT\)](#) [Warranty home](#)  
For further assistance see the [technical support center](#) page for contact information.

**Quick links**

- [Advantages of running DFT](#)
- [How to locate serial number and part number](#)
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Unser System bestaetigt, dass sich Ihre Festplatte noch innerhalb der Garantie befindet, und dass Sie berechtigt sind, die defekte Festplatte zu tauschen.

Sie muessen Ihre defekte Festplatte an Hitachi einschicken.  
Sobald der Eingang der Festplatte bestaetigt ist, schicken wir Ihnen ein Ersatzgeraet zurueck.

Sollten Sie hiermit nicht einverstanden sind, waehlen Sie bitte den "Back"-Knopf.

# Deutscher RMA Wegweiser

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Address <http://sjedge02.san Jose.ibm.com/warranty/jsp/arma41.jsp?x=57&y=10> Go

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## Create RMA

**Input choice**

Serial number: F30239047K Part number: 09L3903

The fields indicated with a red asterisk (\*) are required to complete this transaction.

If you have run **drive fitness test (DFT)** on the defective hard disk drive and have a DFT log or **technical result code (TRC)**, select "Have drive fitness test (DFT) log" or "Have technical result code" option. If you were not able to run DFT, select the "Have neither" option.

\* Select an option:

Have drive fitness test (DFT) log

Have technical result code

Have neither

[continue](#)

[Warranty home](#)

For further assistance see the [technical support center](#) page for contact information.

**Quick links**

- [Advantages of running DFT](#)
- [How to locate serial number and part number](#)
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Alle durch einen roten Pfeil markierten Felder muessen zur Vervollstaendigung der Transaktion ausgefuellt werden.

Wenn Sie den Hitachi Drive Fitness Test ( DFT ) ausgefuehrt haben, sollten Sie ueber einen Logfile und/oder Technical Result Code ( TRC ) verfuegen. Bitte waehlen Sie dann Entsprechend

“Have Drive Fitness Test ( DFT ) Log”  
“Have Technical Result Code ( TRC )”

Wenn Sie DFT nicht anwenden/ausfuehren konnten, waehlen Sie bitte

“Have Neither”.

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The screenshot shows a Microsoft Internet Explorer browser window displaying the Hitachi Global Storage Technologies website. The address bar shows the URL: <http://sjedge02.san jose.ibm.com/warranty/jsp/arma41.jsp?x=57&y=10>. The website header includes the Hitachi logo and the text "Hitachi Global Storage Technologies, Inc.". A navigation menu contains links for HOME, PRODUCTS, SUPPORT (highlighted), PARTNERS, and ABOUT US. Below the menu is a search bar with a "GO" button. On the left side, there is a sidebar with links: Support home, Technical Library, Downloads, Warranty (highlighted), and Contact support. The main content area is titled "Create RMA" with a sub-heading "Input choice". It displays the serial number "F30239047K" and part number "09L3903". A note states: "The fields indicated with a red asterisk (\*) are required to complete this transaction." Below this, there is a paragraph explaining the "drive fitness test (DFT)" and "technical result code (TRC)" options. A section titled "Select an option:" contains three radio buttons: "Have drive fitness test (DFT) log" (selected), "Have technical result code", and "Have neither". A "continue" button is located below the options. To the right of the main content is a "Quick links" section with five links: "Advantages of running DFT", "How to locate serial number and part number", "Packaging instructions", "Data recovery policy", and "Technical support centers". At the bottom of the page, there is a footer with "Copyright © 2003, Hitachi Global Storage Technologies" and "Contact Us | Hitachi.com | Privacy". The browser's status bar at the bottom shows "Done" and "Internet".

1. Ist die Festplatte in einem Komplettsystem gekauft worden?.
2. Ist die Festplatte weniger als 30 Tage in Ihrem System gewesen?.
3. Ist die Festplatte bereits zuvor einmal getauscht worden?.
4. Ist dieses das erste Mal, dass die Festplatte installiert werden soll?.
5. Ist die Festplatte schon in einem System gelaufen?.
6. Laeuft/dreht der Motor?.

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Address <http://sjedge02.sanjose.ibm.com/warranty/jsp/arma44.jsp> Go

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## Create RMA

Input choice > **Checklist**

Serial number: F30239047K Part number: 09L3903

Please answer the following questions, then select "Continue".

1. Was this hard disk drive purchased in a system?  
 Yes  No
2. Has this hard disk drive been in your system less than 30 days?  
 Yes  No
3. Has this hard disk drive previously been replaced?  
 Yes  No
4. Is this the first time that you are installing this hard disk drive?  
 Yes  No
5. Has this hard disk drive ever worked in a system?  
 Yes  No
6. Is the hard disk drive spinning?  
 Yes  No
7. Are you experiencing bad sectors, clusters or partitioning errors?  
 Yes  No
8. Is the hard disk drive recognized by the system?  
 Yes  No

**Quick links**

- [Advantages of running DFT](#)
- [How to locate serial number and part number](#)
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Mit diesem Formblatt werden Kundendaten aufgenommen, die benötigt werden, um eine RMA# zu erstellen.

Bitte beachten Sie, dass Travelstar E externe Festplatten NICHT ueber das online RMA-Verfahren abgewickelt werden koennen.

Festplatten koennen nicht " Postlagernd " oder an Postfaecher versandt werden.

Wenn die defekte Festplatte nicht innerhalb von 15 Tagen eingeschickt wird verliert die RMA# ihre Gueltigkeit.

Die Garantie erlischt, wenn die Festplatte nicht versandgerecht verpackt wurde, siehe ( Packaging Instructions ).

Schicken Sie Ihre Festplatte " Nachvollziehbar z.B. ( Postpaket ) " mit einem Versender Ihrer Wahl ein.

Die Ware, die Sie einschicken moechten, muss mit der Part- und Seriennummer uebereinstimmen, die sie mit der RMA# erhalten haben.

Bitte senden Sie uns NUR die "Nackte" Festplatte, entfernen Sie unbedingt alle Kabel, Converter, Einbaurahmen etc.

Bitte fuellen Sie die nachfolgenden Felder aus. Diese Angaben werden benoetigt, um Ihre RMA# zu erstellen. Alle Felder, die durch eine rote Pfeil gekennzeichnet sind, muessen ausgefuellt werden, alle anderen Felder sind optional.

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Address http://sjedge02.san Jose.ibm.com/warranty/jsp/arma48.jsp

The information collected here will not be used beyond the scope of this RMA transaction.

[Your privacy](#)

---

* Customer name - line1	Customer name - line2
<input type="text"/>	<input type="text"/>
* Street address (No post office box)	Street address - line2
<input type="text"/>	<input type="text"/>
* City	* state/province/territory
<input type="text"/>	Select State/Territory
* Zip code/postal code	* Country
<input type="text"/>	<b>United States</b>
Example 99999-9999	
* e-mail address	* Daytime phone number
<input type="text"/>	<input type="text"/>

The RMA number and shipping information will be sent to this e-mail address. The area code must be included in your contact Phone and Fax numbers. Example 999-999-9999.No leading characters may be added in front of telephone number. Example: +,++.

Alternate phone number	Fax number
<input type="text"/>	<input type="text"/>

Leave the optional fields empty if they do not apply to you.

[Warranty home](#)

For further assistance see the [technical support center](#) page for contact information.

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- \* Name ( zeile 1 )
- \* Strasse 1 ( keine Postfaecher oder Postlagernd )
- \* Ort
- \* Postleitzahl
- \* Email Adresse
- Alternative Telefonnummer

- \* Name ( zeile 2 )
- \* Strasse 2
- \* Land
- \* Telefon ( Tagsueber )
- Alternative Faxnummer

# Deutscher RMA Wegweiser

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## Create RMA

Input choice > Customer information entry > [Review information](#)

Review the information below before submitting for an RMA. Incorrect information will result in delays in processing your request.

Serial number:	<b>F30239047K</b>
Part number:	<b>09L3903</b>
Customer name - line1:	<b>Test User</b>
Street address - line1:	<b>Any Street</b>
City, state/province/territory:	<b>Any City, CA</b>
Zip code/postal code:	<b>91212</b>
Country:	<b>United States</b>
Email address:	<b>testuser@test.com</b>
Daytime phone number:	<b>408-123-1234</b>

Should any corrections need to be made, use your browsers back button to return to the previous screen.

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For further assistance see the [technical support center](#) page for contact information.

**Quick links**

- [Advantages of running DFT](#)
- [How to locate serial number and part number](#)
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Bitte pruefen Sie Ihre Angaben auf Richtigkeit, bevor Sie die Seite abschicken.  
Fehlerhafte und/oder falsche Angaben koennen zum Verzug bei der Bearbeitung Ihrer Transaktion fuehren.

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Links Search the Web with Lycos IBM Business Transformation IBM Internal Help IBM Standard Software Installer

Address http://sjedge02.san Jose.ibm.com/warranty/jsp/arma410.jsp

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## Create RMA

Input choice > Customer information entry > Review information > RMA created

Serial number: F30237357K Part number: 09L3903

Below is your RMA number and information that you need to return your hard disk drive. You should receive an email confirmation with the same information within one hour.

RMA number: **61432632**  
Zip code/postal code you entered: **95123**  
The zip code/postal code listed above is required to "Check RMA status"

Please be aware that you may experience a delay in receiving your replacement disk drive based on stock availability. If product is available, your replacement order will be processed within 14 working days after the receipt of your defective disk drive.

Please write the RMA number on the outside of your package when returning to Hitachi Global Storage Technologies. Send the hard disk drive to the following address:

**Hitachi  
C/O UPS Worldwide Logistics  
30336 Whipple Road, Building F  
UNION CITY 94587  
UNITED STATES**

[Warranty home](#)

For further assistance see the [technical support center](#) page for contact information.

Quick links

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Start

4:22:33 - AT&T... Replicator - Lot... Williams-Sonom... german warran... Hitachi Global...

Internet 12:43 PM

# Deutscher RMA Wegweiser

Hier sind Ihre RMA-Nummer und Informationen, die Sie benötigen, um Ihre Festplatte einzuschicken.

Sie sollten innerhalb der nächsten Stunde eine Email mit den gleichen Angaben erhalten.

Bitte vermerken Sie die RMA-Nummer aussen auf dem Versandkarton, wenn Sie Ihre Festplatte an die Hitachi schicken. Bitte benutzen Sie dazu die angezeigte Versandanschrift.

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Address http://sjedge02.sanjose.ibm.com/warranty/jsp/arma410.jsp

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## Create RMA

Input choice > Customer information entry > Review information > RMA created

Serial number: F30237357K Part number: 09L3903

Below is your RMA number and information that you need to return your hard disk drive. You should receive an email confirmation with the same information within one hour.

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Zip code/postal code you entered: **95123**  
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Please be aware that you may experience a delay in receiving your replacement disk drive based on stock availability. If product is available, your replacement order will be processed within 14 working days after the receipt of your defective disk drive.

Please write the RMA number on the outside of your package when returning to Hitachi Global Storage Technologies. Send the hard disk drive to the following address:

**Hitachi**  
C/O UPS Worldwide Logistics  
30336 Whipple Road, Building F  
UNION CITY 94587  
UNITED STATES

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For further assistance see the [technical support center](#) page for contact information.

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Internet 12:44 PM

Start 4:24:00 - AT&T... Replicator - Lot... Williams-Sonom... german warran... Hitachi Global...

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The screenshot shows a Microsoft Internet Explorer browser window displaying the Hitachi Global Storage Technologies website. The address bar shows the URL: <http://sjedge02.sanjose.ibm.com/warranty/jsp/arma26h.jsp>. The website header includes the Hitachi logo with the tagline "Inspire the Next" and the company name "Hitachi Global Storage Technologies, Inc.". A navigation menu contains links for HOME, PRODUCTS, SUPPORT (highlighted), PARTNERS, and ABOUT US. Below the navigation is a search bar with a "GO" button. On the left side, there is a sidebar with links: Support home, Technical Library, Downloads, Warranty, and Contact support. The main content area is titled "Serial number and part number location". It contains three paragraphs of text explaining where to find the serial and part numbers on a hard disk drive. A photograph of a Hitachi Ultrastar 18XP hard disk drive is shown, with a label that reads "Serial Number" and "SN 13 096094 GK". To the right of the text is a "Quick links" section with several links: Advantages of running DFT, How to locate serial number and part number, Packaging instructions, Data recovery policy, and Technical support centers. The browser's status bar at the bottom shows "Done" and "Internet".

Die Serien- und Partnummern der Festplatte befinden sich auf dem, auf der Festplatte angebrachten Aufkleber ( Etikett ). Siehe Beispiel unten....

In einigen Faellen ist die Seriennummer auf einem gesondert angebrachten Etikett zu finden. Dieses Etikett befindet sich z.B. an der schmalen Front- oder Seitenpartie, oder auf dem Deckel der Festplatte.

Die Seriennummer ist alphanumerisch und ist mindestens acht und laengstens 14 Zeichen in Folge. In vielen Faellen ist die Seriennummer durch S/N: gekennzeichnet.

Die Partnummer ist eine sieben oder acht stellige alphanumerische Zahlenfolge und ist durch P/N: gekennzeichnet.

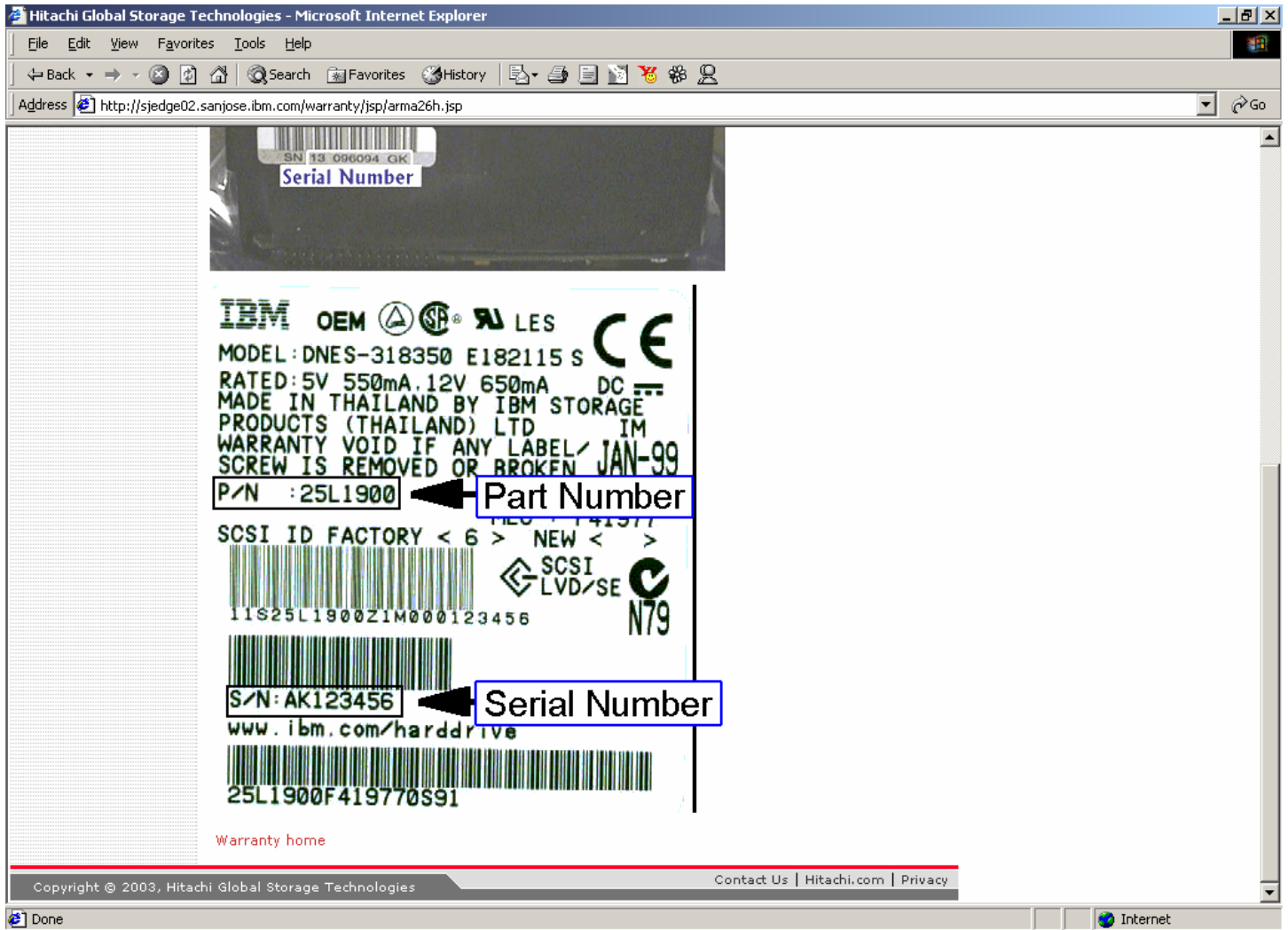
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Address <http://sjedge02.sanjose.ibm.com/warranty/jsp/arma26h.jsp> Go






SN: 13 096094 GK  
Serial Number


**IBM** OEM   LES 

MODEL: DNES-318350 E182115 S  
RATED: 5V 550mA, 12V 650mA DC  
MADE IN THAILAND BY IBM STORAGE  
PRODUCTS (THAILAND) LTD IM  
WARRANTY VOID IF ANY LABEL / JAN-99  
SCREW IS REMOVED OR BROKEN

P/N : 25L1900 ← Part Number

SCSI ID FACTORY < 6 > NEW < >  
 SCSI LVD/SE   
11S25L1900Z1M000123456

  
S/N: AK123456 ← Serial Number  
www.ibm.com/harddrive

  
25L1900F419770S91

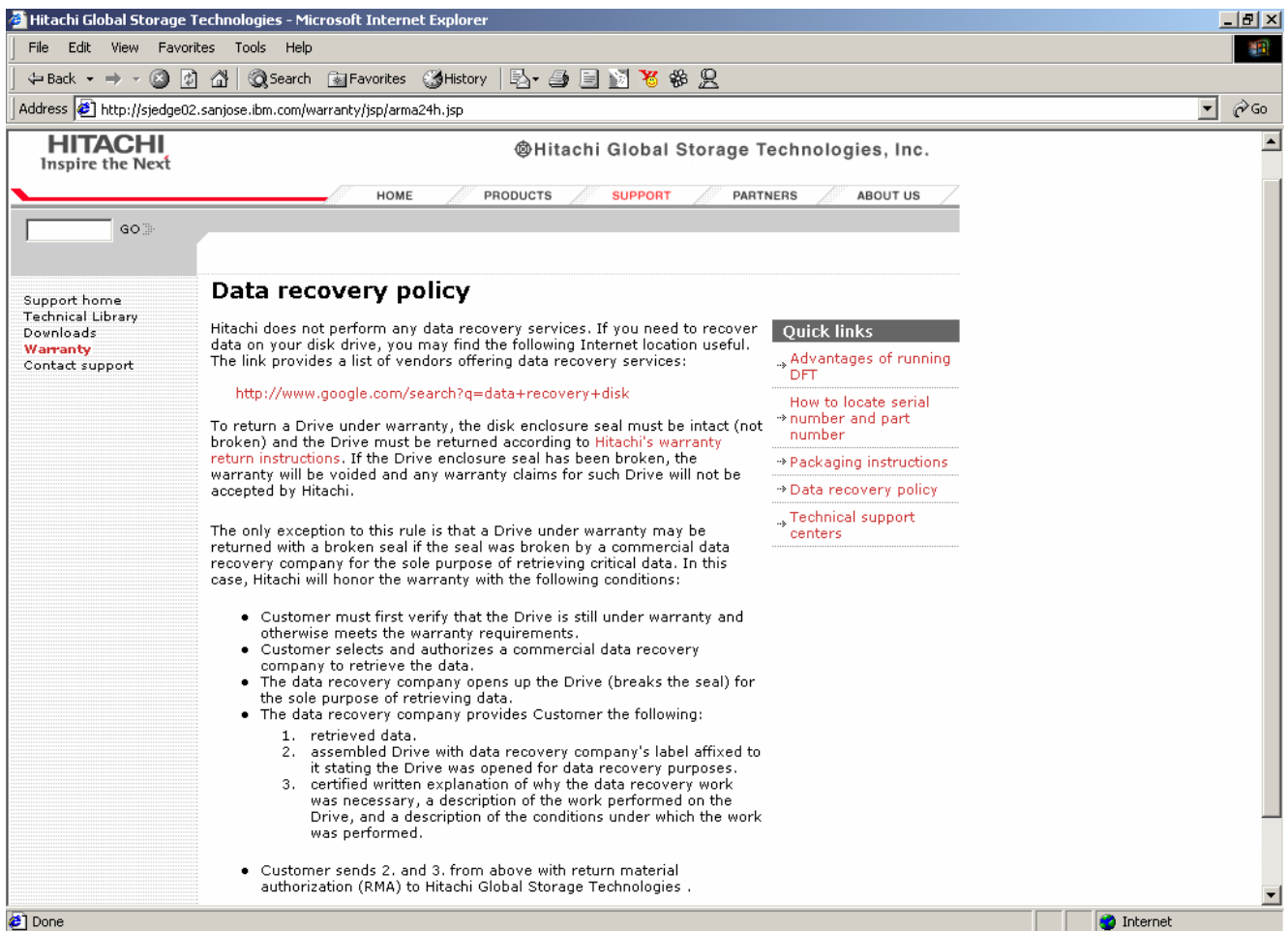
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# Deutscher RMA Wegweiser

Beispiel Bild



Hitachi führt keine Datenrettung durch, und bietet diesen Service auch nicht an. Sollten Sie Daten von Ihrer Festplatte retten müssen, verweisen wir ausdrücklich auf eingetragene Fachunternehmen.

Um eine Festplatte unter Garantie einzuschicken, darf die Festplatte weder Beschädigungen am Gehäuse oder an den Anschlüssen aufweisen, noch darf die Platte geöffnet oder Etiketten entfernt werden. Solche Festplatten werden von der Garantie ausgeschlossen.

Die einzige Ausnahme zu dieser Regel ist, wenn die Festplatte von einem kommerziellen Datenrettungsunternehmen zum alleinigen Zweck der Datenrettung geöffnet wird. Nur in diesem Fall wird die Hitachi die Garantie unter den aufgeführten Bedingungen anerkennen.

Der Kunde muss vorher klären, dass sich die Festplatte innerhalb der Garantie befindet.

Der Kunde beauftragt ein kommerzielles Datenrettungsunternehmen mit der Rückgewinnung der Daten.

Das Datenrettungsunternehmen öffnet die Festplatte ( bricht das Siegel /Etikett ) nur

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zum Zweck der Datenrettung.

Das Datenrettungsunternehmen stellt dem Kunden folgendes zur Verfügung:

1. Die gesicherten Daten
2. Die zusammengesetzte Festplatte auf dem ein Siegel des Datenrettungsunternehmens befestigt ist.
3. Einen Zertifikat des Datenrettungsunternehmens, aus dem hervorgeht

warum die Platte geöffnet wurde und welche Arbeiten unter welchen Konditionen ausgeführt wurden.

Der Kunde schickt dann Punkt 2 und 3 mit gültiger RMA# zur Hitachi.



The screenshot shows a web browser window displaying the Hitachi Global Storage Technologies website. The page title is "Hitachi Global Storage Technologies - Microsoft Internet Explorer". The address bar shows the URL: <http://sjedge02.sanjose.ibm.com/warranty/jsp/arma25h.jsp>. The website header includes the Hitachi logo and the tagline "Inspire the Next", along with the company name "Hitachi Global Storage Technologies, Inc." and navigation tabs for HOME, PRODUCTS, SUPPORT, PARTNERS, and ABOUT US. A search bar is also present.

The main content area is titled "Packaging instructions" and includes the following text: "Enclose each drive in an ESD bag, and seal. If available, use a wrist ground strap at all times and handle the drive carefully. Treat every drive as you would a 'good' drive." Below this text are two images: one showing a hand holding a drive in an ESD bag, and another showing a sealed ESD bag.

Below the images, the text states: "Drives must be returned in Hitachi approved packaging. If possible return the drive in the original Hitachi packaging." This is followed by a section titled "Returning a single drive" which lists the following instructions:

- Enclose the drive in an anti-static ESD bag.
- The only bags which are acceptable for packing drives are ESD shielding bags constructed with a conductive layer. These bags usually have a silvery appearance.
- Place the ESD bag with the enclosed drive in a cardboard box with thick foam rubber surrounding the drive.

To the right of these instructions is an image showing a hand placing a drive into a cardboard box, labeled "Single Pack".

At the bottom of the page, it says: "Enclose any test results printouts if available".

On the right side of the page, there is a "Quick links" section with the following links:

- Advantages of running DFT
- How to locate serial number and part number
- Packaging instructions
- Data recovery policy
- Technical support centers

The browser status bar at the bottom shows "(4 items remaining) Opening page http://sjedge02.sanjose.ibm.com/warranty/jsp/arma25h.jsp..." and the Internet Explorer logo.

Sollten Sie Fragen zur Verpackung haben, kontaktieren Sie uns bitte unter der Nummer +49 (0)7032 15 3050

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Hitachi Global Storage Technologies - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print Copy Paste Undo Redo

Address <http://sjedge02.sanjose.ibm.com/warranty/jsp/arma25h.jsp> Go

---

**Enclose any test results printouts if available**

Acceptable packaging for returning drives.






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**Packaging that is not acceptable**  
Do not use bubble wrap, styrofoam peanuts, paper, or padded shipping envelopes.

PLEASE NOTE: Product returned in any type of shipping envelope (paper or padded) will be returned to you at your expense and the warranty will be voided.

The shipping label from your E-MAIL can be cut and taped to the outside of each box to be used as a mailing label. Otherwise clearly write all shipping information and the RMA number on each box for faster processing.

Clearly mark the RMA number on the outside of each box, and on any



Done Internet

# Deutscher RMA Wegweiser

Hitachi Global Storage Technologies - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print Copy Paste Undo Redo Stop

Address <http://sjedge02.sanjose.ibm.com/warranty/jsp/arma25h.jsp> Go

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**Enclose any test results printouts if available**

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**Clearly mark the RMA number on the outside of each box, and on any**



Done Internet

# Deutscher RMA Wegweiser

Hitachi Global Storage Technologies - Microsoft Internet Explorer

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Address <http://sjedge02.sanjose.ibm.com/warranty/jsp/arma2Sh.jsp> Go




**Enclose any test results printouts if available**

Acceptable packaging for returning drives.

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**Packaging that is not acceptable**  
Do not use bubble wrap, styrofoam peanuts, paper, or padded shipping envelopes.

PLEASE NOTE: Product returned in any type of shipping envelope (paper or padded) will be returned to you at your expense and the warranty will be voided.




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**The shipping label from your E-MAIL can be cut and taped to the outside of each box to be used as a mailing label. Otherwise clearly write all shipping information and the RMA number on each box for faster processing.**



**Clearly mark the RMA number on the outside of each box, and on any**



Done Internet

Auf dieser Seite haben Sie die Möglichkeit unter Angabe Ihrer RMA-Nummer oder Seriennummer und die Postleitzahl, die bei der RMA-Erstellung angegeben wurde, den