

SYNOLOGY

SYNOLOGY WARRANTY

The following document outlines the warranty cover for Synology NAS units supplied by Multimedia Technology

Warranty periods for Synology Models are as per the Synology web site

<https://www.synology.com/en-global/products/status>

FAQ's

<https://www.synology.com/en-global/knowledgebase>

Support – for Warranty /Technical assistance

https://myds.synology.com/support/support_form.php

(Once a ticket number is received an urgent response can be requested – please forward your email to your assigned MMT Rep requesting escalation, in turn the MMT Product Manager will escalate the request to Synology)

WHAT IS THE SYNOLOGY DOA PERIOD

A DOA can be up to 1 month from the date of Invoice to the end user

After 1 month - this is classed as a Warranty replacement.

Current models will be covered by a Swap over

For models that are now End of Life (EOL) – the MMT RA team will check with Synology for stock and arrange an Advance RA to be sent out to MMT and once received will send it onto the reseller or the end user as directed.

Advance Replacement for Synology

With every vendor – Advance replacements are always slightly different – for Synology the scenario is very straight forward. When a failure occurs, we ask the End user to register the fault with Synology at....

https://myds.synology.com/support/support_form.php?lang=enu

This process is necessary to start the analysis – with the required data that is needed. Some screen shots of the error will assist in diagnosis etc. Synology will advise the end user either how to fix the error or will asking them to request a replace of the unit.

MMT will endeavour to have extra units in stock for such an occasion. MMT will also stock PSU's and fans as these may be an easy replacement to repair the unit.

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MMT will send a replacement unit out from our warehouse, direct to the end user, once we have the approval from Synology.

In a worst case scenario – should MMT not have stock - MMT will liaise with Synology via our repair centre to have an Advance Replacement (AR) unit / PSU/ Fan/ Caddy / System etc. sent out before we begin to work on the return the faulty unit from the end user.

This AR will be shipped from MMT to the reseller or end-user. Synology AR shipments are normally processed on the same day we log the complaint at Synology and shipment is via FedEx and this reduces the turnaround time.

MMT does not charge any premium on the purchase price to engage this facility of Advance Replacement on Synology units

NEW - SYNOLOGY REPLACEMENT SERVICE

<https://srs.synology.com/en-global>

Synology Replacement Service (SRS) is an advanced hardware product replacement service, which can expedite the process of replacing defective products and minimize service downtime. With SRS, Synology can ship replacement products to you, even before you return defective products to Synology. **Resellers and End users can directly apply for a replacement via this link.**

Models covered can be found in the drop down list on the site.

The Service covers all Rack Station NAS models 2017 onwards and the high end Desk Station NAS like the DS3617xs / DS3018xs and the Flash Station NAS.

This List is expanding as they intended to increase this cover to most of their business models as they year progresses.

English Speaking Helpline for Resellers

Synology Inc.

Tel: +886 2 2552 5900

(Hours of operation: 9AM-6PM, Mon-Fri, GMT+8)

(AEDT - MEL/SYD time 12:00PM-9:00PM)

Synology Technical Support Form

https://account.synology.com/support/support_form.php

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