

# Strontium Technology Pte Ltd

178 Paya Lebar Road, #06-01, Singapore - 409030

Tel: +65-68487977 Fax: +65-68415294

GST REG #: 20-020 1493-G; CR#: 71493020000D



## Warranty

Strontium Technology Pte. Ltd. ("Strontium") warrants and tests the Product to be free from defects in material and workmanship and to conform to published specifications. Proof of date of purchase is required for warranty. During the first year from date of purchase, should the Product fail under normal use in the recommended environment due to improper workmanship or materials, Strontium will REPLACE the product. After the first year, Strontium, at its option, either REPAIR OR REPLACE any part of its products. Repaired parts or replacement products will be provided by Strontium on an exchange basis, and will be either new or recertified. All recertified products have been tested to ensure that they are functionally equivalent to new products. If Strontium is unable to repair or replace the product, it will refund or credit the current value of the product at the time the warranty claim is made.

This warranty does not apply to Product failure due to accident, abuse, mishandling, improper installation, alteration, acts of nature, improper usage, or problems with electrical power. In addition, opening or tampering with the product casing, or any physical damage, abuse or alteration to the product's surface, including all warranty or quality stickers, product serial or electronic numbers will also void the product warranty. To summarize, please note that should the product defect be caused by any of the following factors, Strontium is not responsible:

\*Mishandling during shipment.

\*Abuse, misuse, neglect, repair or modification by users.

\*Not following the instructions in the user's manual correctly.

The Product must be used with devices that conform to the recommended industry standards. Strontium will not be liable for damages resulting from a third party device that causes the Product to fail. Strontium shall in no event be liable for any consequential, indirect, or incidental damages, lost profits, lost business investments lost goodwill, or interference with business relationships as a result of lost data. Strontium is also not responsible for damage or failure to any third party equipment, even if Strontium has been advised of this possibility. This limitation does not apply to the extent that it is illegal or unenforceable under applicable law.

The product is labeled based on the memory chip(s) it contains, not the amount of memory capacity available for data storage by end user. Part of the capacity is reserved for product functionality. Minimum consumer-usable memory capacity is approximately: 64GB Product - average 57.6GB; 32GB product - average 28.8GB; 16GB product - average 14.4GB, 8GB product - average 7.2GB; 4GB product - average 3.6GB (For purposes of measuring memory capacity in this context, 1GB = 1,073,741,824 bytes)

With the passage of time, or after extended use, the product may lose some or all of its functionality including the reading, writing and deleting of data

# Strontium Technology Pte Ltd

178 Paya Lebar Road, #06-01, Singapore - 409030

Tel: +65-68487977 Fax: +65-68415294

GST REG #: 20-020 1493-G; CR#: 71493020000D



## Duration of Warranty

This limited warranty only applies to the original end user customer of the product for as long as the original end user customer owns the product. This limited warranty is non-transferable. The products listed herein, are subject to change without notice, please check the packaging of your product(s) or confirm with the seller or distributor for the validity of the warranty period.

### **Lifetime Warranty: \***

1. DRAM Module Products. ( **STRONTIUM** and **EVM** )
2. SD card series
3. MicroSD card series
4. Some countries and states have limitations on how long a warranty lasts, so this Limited Lifetime Warranty may not apply to you. Strontium's Limited Lifetime Warranty does not affect your statutory consumer rights to bear the lengthiest warranty period permitted under applicable national legislation. Please read the Disclaimer below carefully.

### **Five-Year Limited Warranty: \***

The following Strontium products are covered by this warranty for a period of five years from the date of original retail purchase:

1. Strontium USB Flash Drive

### **Three-Year Limited Warranty: \***

The following Strontium products are covered by this warranty for a period of three years from the date of original retail purchase:

1. Strontium SSD (Solid State Drive)

This limited warranty covers only repair, replacement or refund for defective STRONTIUM products, as provided above. STRONTIUM is not liable for, and does not cover under warranty, any loss of data or any costs associated with determining the source of system problems or removing, servicing or installing STRONTIUM products. This warranty excludes 3rd party software, connected equipment or stored data. In the event of a claim, STRONTIUM's sole obligation shall be replacement of the hardware

For Triple-level Cell (TLC), on an average of 1,000 write cycles per physical sector. For Multi-Level Cell (MLC) Flash, on an average between 3000 and 5000 write cycles per physical sector based on current lithography process(24nm and 25nm) at the time of this writing. For Single-Level Cell (SLC) Flash, on an average of 50,000 write cycles per physical sector. Lithography of the Flash Memory Die plays a key role in cell endurance and decreases as the size of the die gets smaller.

# Strontium Technology Pte Ltd

178 Paya Lebar Road, #06-01, Singapore - 409030

Tel: +65-68487977 Fax: +65-68415294

GST REG #: 20-020 1493-G; CR#: 71493020000D



## **Warning**

It is advisable that the user should do a backup of data before sending Flash Drive, Flash Card or Hard Disk Drive for repair. Strontium cannot, and does not under any circumstances guarantee the integrity of data remaining on returned drive or that data will not be accessed by unauthorized persons.

The company also makes no provisions for data recovery and cannot be held liable for any data loss on drives or media returned. Strontium disclaims any warranties to that effect to the fullest extent permitted by law

## **Note to Australian Customers**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## **Special Note**

If your Strontium product is having problem, you can either contact our Local Sales office in your country as mentioned here or you can contact our Authorized Distributors in your region as mentioned here

\* In the event of discontinuance of a product, warranty support is limited to two (2) years from the announcement of discontinuance. For products used in industrial applications, warranty will be one (1) year

## **Disclaimer**

THE FOREGOING IS THE COMPLETE WARRANTY FOR STRONTIUM PRODUCTS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO STRONTIUM PRODUCTS AND STRONTIUM HEREBY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, ARE LIMITED TO THE PERIODS OF TIME SET FORTH ABOVE. SOME AREAS, STATES, COUNTRIES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, ADVERTISEMENT OF LIFETIME WARRANTY OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE WARRANTY STATEMENT OR ITS LIMITATIONS MAY NOT APPLY TO YOU.

# Strontium Technology Pte Ltd

178 Paya Lebar Road, #06-01, Singapore - 409030

Tel: +65-68487977 Fax: +65-68415294

GST REG #: 20-020 1493-G; CR#: 71493020000D



WITH REGARDS TO THE STATUTE OF LIMITATIONS, STRONTIUM HEREBY ADVISES ITS CONSUMERS THAT THE LIFETIME WARRANTY FOR SOME STRONTIUM PRODUCTS POSSIBLY CAN NOT APPLY TO CONSUMERS IN THE PARTICULAR COUNTRY BECAUSE THE STATUTE OF LIMITATIONS CANNOT BE PERMITTED LONGER THAN KNOWN REGULATION LIMITS, THEREFORE STRONTIUM SHALL NOT BE LIABLE FOR THE LIFETIME WARRANTY STATEMENT AND ADVERTISEMENT BEYOND THE REGULATION LIMIT. THE LIMITATION OF LIFETIME WARRANTY SHALL NOT AFFECT YOUR STATUTORY RIGHTS AS A CONSUMER, OR ANY TECHNICAL SUPPORT AND SERVICE PROVIDED BY STRONTIUM.

STRONTIUM PRODUCTS ARE NOT AUTHORIZED FOR USE AS CRITICAL COMPONENTS IN LIFE SUPPORT EQUIPMENT OR FOR APPLICATIONS IN WHICH THE FAILURE OR MALFUNCTION OF THE PRODUCTS WOULD CREATE A SITUATION IN WHICH PERSONAL INJURY OR DEATH IS LIKELY TO OCCUR. STRONTIUM SHALL NOT BE LIABLE FOR THE DEATH OF PEOPLE OR ANY LOSS, DAMAGE OR INJURY TO PEOPLE OR PROPERTY BY USE OF PRODUCTS USED IN APPLICATIONS INCLUDING, BUT NOT LIMITED TO, MILITARY OR MILITARY-RELATED EQUIPMENT, TRAFFIC CONTROL EQUIPMENT, DISASTER PREVENTION SYSTEMS AND MEDICAL OR MEDICAL-RELATED EQUIPMENT. IF SUCH USE IS INTENDED, CONTACT STRONTIUM FOR COMPONENTS SUITABLE FOR SUCH APPLICATIONS. STRONTIUM'S TOTAL LIABILITY UNDER THIS OR ANY OTHER WARRANTY IS LIMITED TO REPAIR, REPLACEMENT OR REFUND. REPAIR, REPLACEMENT OR REFUND, ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY.

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, STRONTIUM SHALL NOT BE LIABLE TO THE BUYER OR END USER FOR ANY DAMAGE, EXPENSE, DATA LOSS, REVENUE DECREASE, SAVINGS LOSS, PROFITS LOSS, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THE STRONTIUM PRODUCT, EVEN IF STRONTIUM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.