

Western Digital

Support, Warranty and Regulatory Guide

North America

English 800 ASK AWDCE
(800) 275-4932
Español +31 88 006 2100

South America

Chile 1230 020 5871
Colombia 009 800-8324788
Venezuela 0800 100 2855
Peru 0800-54003
Uruguay 00 403 598 3787
Argentina 0800 4440839
Brazil 0800 897630

Europe (toll free where available)

00800 ASKA WDEU
(00800) 2754 9338

Asia Pacific

+86 21 2603 7560

Japan

0800 111 1977
0120 934 453

Australia

1800 429 861
0011 800 2275 4932

New Zealand

0508 555 639
00 800 2275 4932

Russia

8 10 8002 335 5011

China

4008627663
40080270929

Western Digital® Internal HDD—User Instructions
2-year Limited Warranty
FD03-000981-1801

IMPORTANT! Save This Information

A soft copy (PDF) of the User Manual is available on our website at <http://support.wdc.com/docs>, and can also be found on certain products or on the product CD (if supplied). A printed copy may be requested through our tech support site at <http://support.wdc.com>. Should you encounter any problem, please give us an opportunity to address it before returning this product.

Most technical support questions can be answered through our knowledge base at <http://support.wdc.com>.

If the answer is not available or, if you prefer, please contact WDT at the best telephone number shown above. Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WDT technical support.

Emergency support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at <http://register.wdc.com>.

BINDING INDIVIDUAL ARBITRATION AND CLASS ACTION WAIVER AGREEMENT

IMPORTANT - PLEASE READ CAREFULLY. YOUR PURCHASE IS SUBJECT TO THE TERMS OF THIS BINDING INDIVIDUAL ARBITRATION AND CLASS ACTION WAIVER AGREEMENT (THIS "AGREEMENT"), AND OTHER TERMS AS APPLICABLE TO PARTICULAR PRODUCTS OR SERVICES. THIS AGREEMENT CONTAINS A BINDING ARBITRATION PROVISION THAT REQUIRES PROMPT RESOLUTION OF DISPUTES ON AN INDIVIDUAL BASIS, LIMITS YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING, LIMITS THE TIME PERIOD WITHIN WHICH YOU MAY BRING A CLAIM AGAINST WDT, AND WAIVES YOUR RIGHT TO PARTICIPATE IN CLASS ACTIONS OR CLASS ARBITRATIONS FOR DISPUTES.

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS.

a. Disputes. The terms of this Agreement shall apply to all Disputes between you and Western Digital Technologies, Inc. and its affiliates (collectively, "WDT"). For the purposes of this Agreement and subject to the exceptions set forth below, any Dispute that you or WDT have between you and WDT, including, but not limited to, any Dispute arising out of or relating to the Software, Devices, this Agreement, or your relationship with WDT, under any legal theory, including without limitation contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis, and that is interpreted to be given the broadest meaning allowable under law, YOU AND WDT AGREE THAT "DISPUTE" AS DEFINED IN THIS AGREEMENT SHALL NOT INCLUDE ANY CLAIM OR CAUSE OF ACTION THAT RELATES TO THE ENFORCEMENT, INFRINGEMENT, OR VALIDITY OF (i) TRADE SECRETS, (ii) PATENTS, (iii) COPYRIGHTS, OR (iv) TRADEMARKS. NOTWITHSTANDING SECTION 1(b), YOU AGREE THAT A COURT, NOT THIS ARBITRATOR, MAY DETERMINE IF A CLAIM FALLS WITHIN ONE OF THESE FOUR EXCEPTIONS.

b. Dispute Notice; Informal Resolution. In the event of a Dispute, you or WDT must first send to the other party a notice of the Dispute that shall include a written statement that sets forth the name, address, and contact information of the party giving it, the facts giving rise to the Dispute, and the relief requested. The Dispute Notice must be sent by certified mail to the most recent address WDT has on file or otherwise in our records for you.

2. Binding Arbitration.

You and WDT agree that, failing informal resolution, any Disputes shall be resolved by binding individual arbitration pursuant to the rules set forth in this Agreement.

ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED. The arbitrator may award you the same damages as a court sitting in proper jurisdiction could, and may award declaratory or injunctive relief only if it is necessary as a judgment enforceable by and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration may exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The decision of the arbitrator shall be final and binding and may be entered as a judgment enforceable by any court with jurisdiction over the parties. You and WDT agree that this Agreement shall survive termination of this Agreement.

3. Small Claims Court.

Notwithstanding the foregoing, either party may bring an individual action in small claims court if the action is within the jurisdiction of the court and the parties agree to it in writing.

4. THE LIMITATION TO HELP RESOLVE ANY ISSUES BETWEEN THE PARTIES PROMPTLY AND DIRECTLY, YOU AND WDT AGREE THAT ANY ARBITRATION OR SMALL CLAIMS COURT PROCEEDING REGARDING A DISPUTE UNDER THIS AGREEMENT MUST BE INITIATED WITHIN ONE YEAR AFTER THE DISPUTE FIRST AROSE, OTHERWISE THE DISPUTE IS PERMANENTLY BARRED.

5. WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS.

YOU AND WDT AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. ACCORDINGLY, UNDER THIS AGREEMENT, YOU AND WDT AGREE THAT IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.

6. Arbitration Procedure.

You and WDT agree that this Agreement shall be interpreted and enforced in accordance with the law of the State of California and the Federal Arbitration Act (9 U.S.C. § 1 et seq.). If a party elects to arbitrate, the arbitration shall be governed by the rules ("JAMS Rules") available at www.jamsadr.com or by calling 1-800-352-5257, and the terms set forth in this Agreement. If there is a conflict between the JAMS Rules and the terms set forth in this Agreement, the terms set forth in this Agreement shall govern. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state, or local court or

particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the device.

Regulatory Compliance

Canada (ICES-003 (B) / FMB-003 (B) Statement)

Cet appareil numérique de la classe B est conforme à la norme NMB-003 (B) du Canada. This device complies with Canadian (ICES-003 (B)).

Safety Compliance

Approved for US and Canada CAN/CSA-C22.2 No. 62568-1-14, UL 62568-1. Safety of Information Technology Equipment. For use only with a UL Listed PC.

Approuvé pour les États-Unis et le Canada CAN/CSA-C22.2 No. 62568-1-14, UL 62568-1. Sécurité d'équipement de technologie de l'information.

Handling Precautions

Western Digital products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damage drives. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or toss the drive.
- Do not move the drive using activity.

CE Compliance for Europe

Hereby, Western Digital declares compliance of this equipment to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), the Low Voltage Directive (2014/35/EU) and the RoHS Directive (2011/65/EU) as amended by Directive (EU) 2015/863. To receive a copy of the full text of the EU declaration of conformity for this product, please submit a request at: <https://support.wdc.com/support/case.asp>.

Americas: Western Digital Technologies, Inc.

5601 Great Oaks Parkway,
San Jose, California 95131, U.S.A.
E-mail: support@wdc.com

Europe: Western Digital

PO Box 13379, Swords, Co. Dublin, Ireland
United Kingdom: Western Digital (UK) Limited
PO Box 471, Leatherhead, KT22 2UL, UK

Warranty Information (All Regions Except Australia/New Zealand)

Obtaining Service
WDT values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at <http://support.wdc.com> for information on how to obtain service or a Return Material Authorization (RMA). It is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for shipping or returning your WDT Product. To conclusively establish the period of warranty, check the warranty expiration serial number required by <http://support.wdc.com>. WDT shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WDT warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WDT's specification thereof. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, Middle East and Africa region, and 2 years in the Asia-Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. For any WDT-brand Solid State Drive (SSD) product ("SSD Product"), the warranty period expires at the end of the earlier of (a) the stated time period for the SSD Product identified above or (b) the point at which your use of the SSD Product exceeds the stated endurance limit, as identified in the specifications for the SSD Product. Please note, it is possible for a SSD Product to be used under conditions that exceed the stated time period (and the warranty to expire) prior to the expiration of the stated time period in the warranty period, as specified in the applicable endurance specification. WDT may, at its discretion make extended warranties available for purchase. WDT shall have no liability for any Product returned if WDT determines that the Product was not defective, even if WDT has been notified of a defect. WDT shall not be responsible for any damage caused by the Product, or if it is attributable to misuse, improper installation, alteration (including removing or modifying the Product), or operation of the Product, or if the Product is not used in accordance with the instructions for use, or if the Product is used in a manner that is not intended or approved by WDT. 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