Synology

# Synology DiskStation DS1812+

## Quick Installation Guide

Synology_QIG_18Bay_20111116

use-IP
www.use-ip.co.uk
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Chapter 1

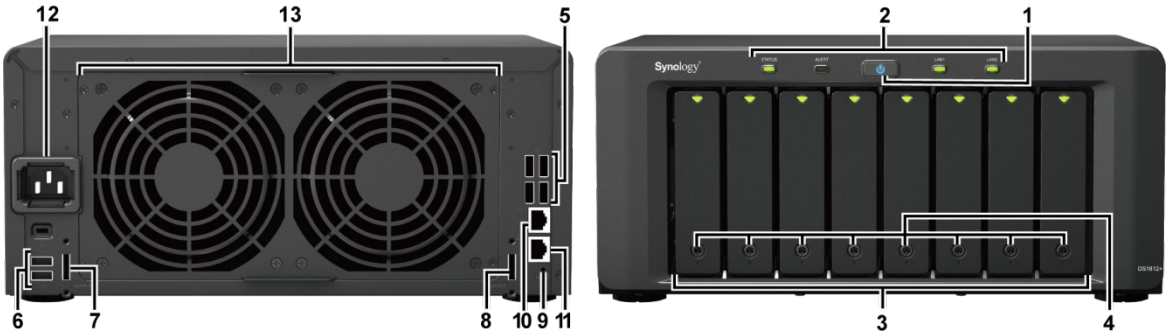
# Before You Start

Before you start setting up DiskStation, please check the package contents to verify that you have received the items below. Please also read the safety instructions carefully before use to prevent your DiskStation from any damages.

## Package Contents

<table>
<tr><th colspan="2">Main Unit x 1</th><th>AC power cord x 1</th></tr>
<tr><td colspan="2" rowspan="3"> </td><td> </td></tr>
<tr><th>2M RJ-45 LAN cable x 2</th></tr>
<tr><td> </td></tr>
<tr><td colspan="2" rowspan="2"></td><th>Installation disc x 1</th></tr>
<tr><td> </td></tr>
<tr><th>Screws for 3.5” hard drives x 36</th><th>Screws for 2.5” hard drives x 36</th><th>Hard drive tray key x 2</th></tr>
<tr><td> </td><td> </td><td> </td></tr>
</table>

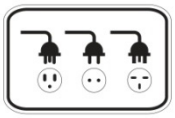
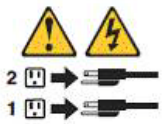
# Synology DiskStation at a Glance




| No. | Article Name | Location | Description |
|---|---|---|---|
| 1) | Power Button | Front Panel | The power button is used to turn Synology DiskStation on or off.<br>To turn off Synology DiskStation, press the Power Button and hold it until you hear a beep sound and the Power LED starts blinking. |
| 2) | LED Indicators | Front Panel | The LED indicator is used to display the status of the internal disk and the system. For more information, see "Appendix B: LED Indication Table" on Page 22. |
| 3) | Hard Drive Trays | Front Panel | The hard drive trays are designed for loading the hard drives used in Synology DiskStation. |
| 4) | Hard Drive Tray Locks | Front Panel | Each hard drive tray is equipped with one tray lock to lock or unlock the trays to the DiskStation. |
| 5) | USB 2.0 Ports | Back Panel | The Synology DiskStation offers USB ports for adding additional external hard drives, USB printers, or other USB devices. |
| 6) | USB 3.0 Ports | | |
| 7) | eSATA 1 | Back Panel | The eSATA ports are used to connect external SATA disks or Synology Expansion Units[1] to Synology DiskStation. |
| 8) | eSATA 2 | | |
| 9) | RESET Button | Back Panel | 1.To restore IP, DNS, passwords for the **admin** account to default value.<br>2.To reinstall the Synology DiskStation. |
| 10) | LAN 1 | Back Panel | The LAN ports are where you connect RJ-45 cable to Synology DiskStation. |
| 11) | LAN 2 | | |
| 12) | Power Port | Back Panel | The power port is where you connect the power cord to Synology DiskStation. |
| 13) | Fans | Back Panel | The fans are built to exhaust waste heat out of Synology DiskStation. It will start automatically when the server starts. If the fan is malfunctioning, the system will play beep sounds every few seconds. |

[1] For more information about Synology Expansion Unit supported by your DiskStation, please visit **www.synology.com** .

# Safety Instructions

| | |
|---|---|
| | Keep away from direct sunlight and away from chemicals. Make sure the environment does not experience abrupt changes in temperature or humidity. |
| | Keep Synology product upright. Do not lay it down horizontally. |
| | Do not place the Synology product close to any liquid. |
| | Before cleaning, unplug the power cord first. Wipe Synology product with damp paper towels. Do not use chemical or aerosol cleaners to clean it. |
| | Do not place the Synology product on a cart, table, or desk, which is not stable to avoid the product from falling over. |
|  | The power cord must plug in to the right supply voltage. Make sure that the supplied AC voltage is correct and stable. |
|  | To remove all electrical current from the device, ensure that all power cords are disconnected from the power source. |

Chapter 2

# Hardware Setup

## Tools and Parts for Hard Disk Installation

- A screwdriver
- At least one 3.5" or 2.5" SATA hard disk
  (Please visit www.synology.com for compatible hard disk models.)

***Warning:*** If you install a hard disk that contains data, the system will format the hard disk and erase all data. If you need the data in the future, please back it up before installation.

## Install Hard Disks

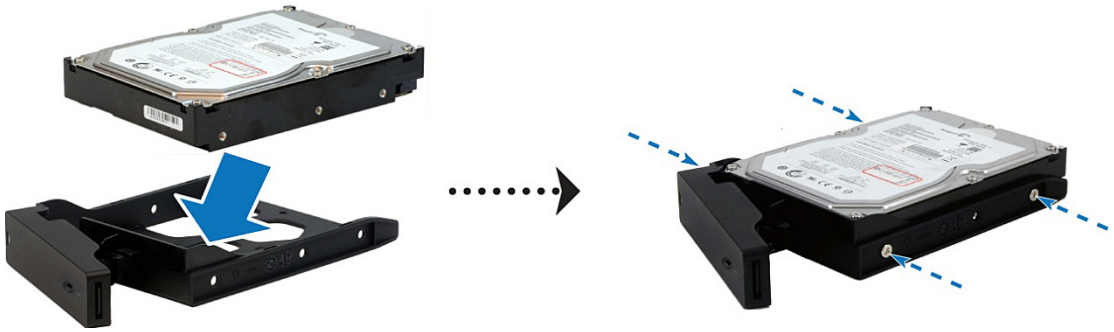
**1** Insert the hard drive tray key into the hard drive tray lock, turn the key counter-clockwise to unlock the handle of the hard drive tray, and then remove the key.

**2** Press the lower part of the hard drive tray to pop out the handle.

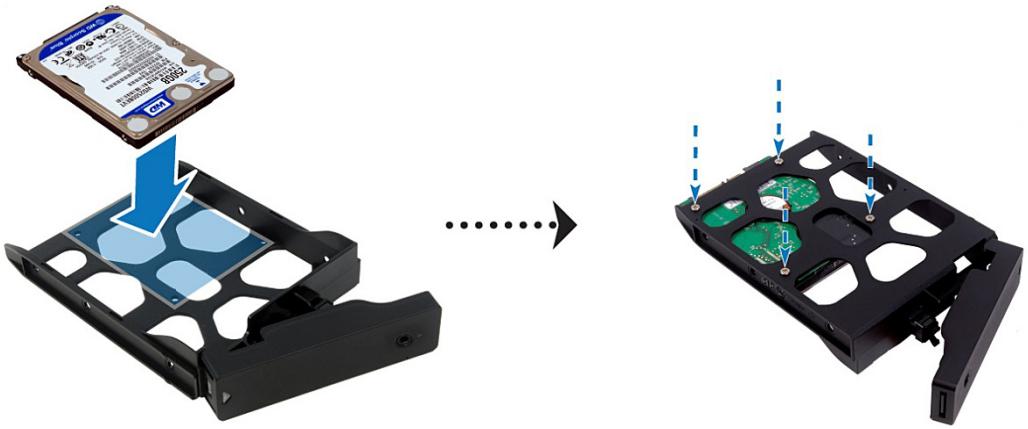
**3** Pull the hard drive tray handle in the direction as indicated below to remove the hard drive tray.

**4** Load the hard disk in the hard drive tray.

- **For 3.5” Hard Disk:** Place the hard disk in the hard drive tray, and then tighten the screws to secure the hard disk.



- **For 2.5” Hard Disk:** Place the hard disk in the blue area (shown below) of the hard drive tray, turn the tray upside down, and then tighten the screws to secure the hard disk.



**5** Insert the loaded hard drive tray into the empty hard drive bay.

***Important:*** Make sure the tray is pushed in all the way. Otherwise, the hard disk might not be able to function properly.

6 Press the handle in flush with the front panel to hold the hard drive tray in place.

7 Insert the hard drive tray key into the hard drive tray lock, turn the key clockwise (to the **"I"** position) to lock the handle of the hard drive tray, and then remove the key.

8 Repeat the steps above to assemble the other hard disks you have prepared.

9 The disks' positions are numbered as shown below.

***Note:*** If you want to set up a RAID set, it is recommended that all installed hard disks are of the same size to make the best use of hard disk capacity.

# Start Up Your DiskStation

1 Use the LAN cable to connect DiskStation to your switch/router/hub.

2 Connect one end of the power cord to the power port of your DiskStation, and the other to the power outlet.

3 Press and hold the power button to turn on your DiskStation.

Your DiskStation is now online and detectable from a network computer.

# Add a RAM Module on DiskStation

The optional Synology RAM module 2GB (DDR3) is designed for DiskStation memory expansion. Follow the steps below to install, check, or remove a RAM module on your DiskStation.

### To install the RAM module:

1 Shut down your DiskStation. Disconnect all cables connected to your DiskStation to prevent any possible damages.

2 Remove the 6 screws that secure the top case. Lift off the case and place it to the side.

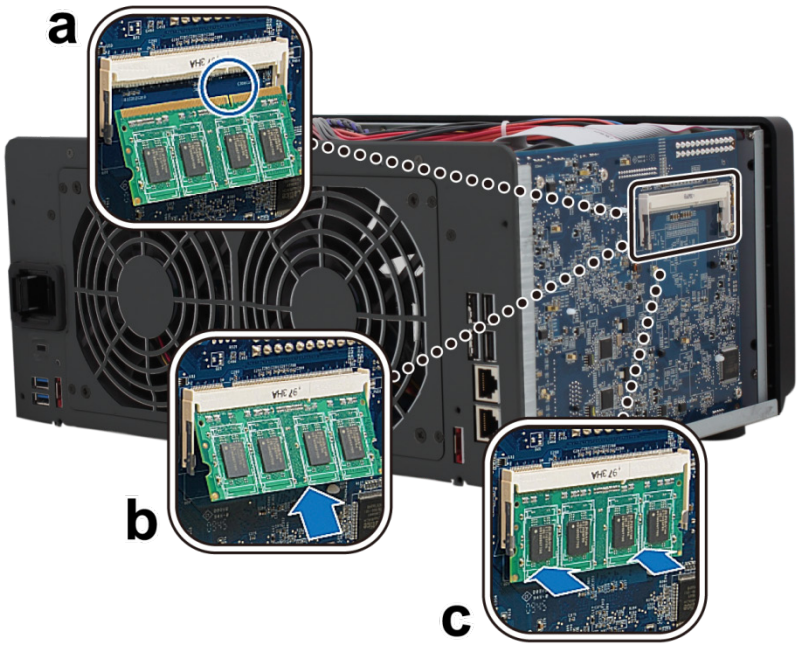
> ***Important:*** When you remove the case, you expose sensitive internal components. Avoid touching anything other than the memory assembly when you remove or add memory.

3 Insert the new memory module in the slot:

**a** Align the notch on the gold edge of the module with the notch in the lower memory slot.

**b** Tilt the card and push the memory into the slot. Make sure the module is pushed in all the way.

**c** Use two fingers with firm, even pressure to push down on the memory module. You should hear a click when the memory is inserted correctly.




> ***Important:*** Hold the memory module by its edges, and do not touch the gold connectors.

4 Replace the top case. Replace and tighten the 6 screws you removed in step 2.

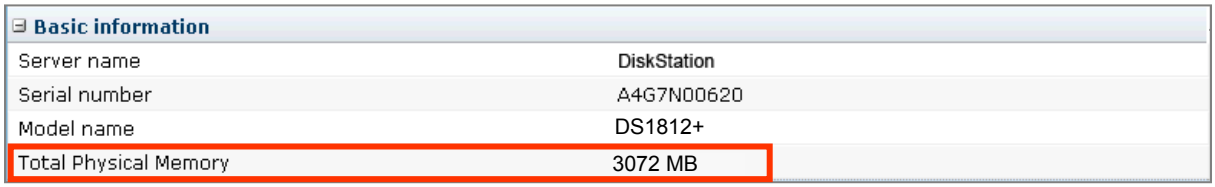
5 Reconnect the cables you removed in step 1, and then press and hold the power button to turn on your DiskStation.

### To make sure DiskStation recognizes the new memory capacity:

1 Install DiskStation Manager (DSM). (See the next chapter for more information.)

2 Log in to DSM as **admin** or a user belonging to the **administrators** group.

3 Check **Total Physical Memory** in **Main Menu** > **System Information**.



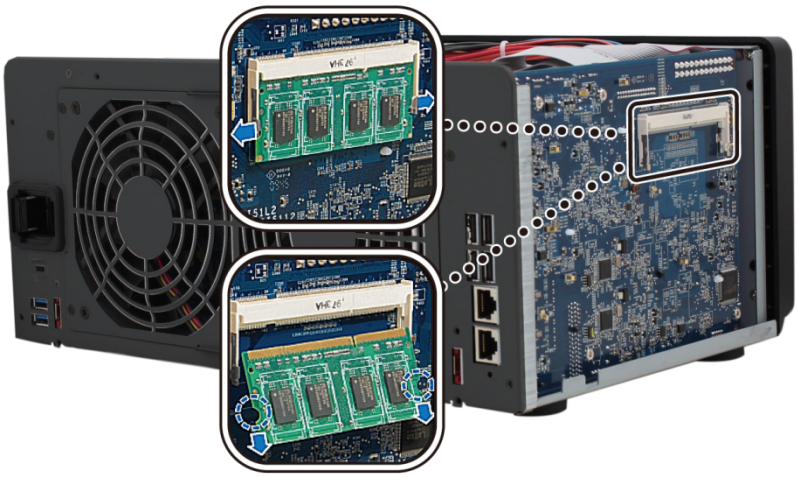

If your DiskStation does not recognize the memory or does not start up successfully, confirm that the memory is installed correctly.

### To remove the RAM Module:

1 Follow step 1 and 2 of the "To install the RAM module" section to shut down your DiskStation, disconnect the cables, and then remove the top case.

2 Push the levers on the sides of the memory module in an outward direction to release the module from the memory card slot.

3 Hold the memory module by its notches and remove it from the slot.



4 Replace the top case. Replace and tighten the screws you removed in step 2.

5 Reconnect the cables you removed in step 1, and then press and hold the power button to turn on your DiskStation.

## Replace System Fan

Your DiskStation will play beep sounds if either of the system fans is not working. Follow the steps below to replace the malfunctioning fan with a good one.

### To replace the system fan:

1 Shut down your DiskStation. Disconnect all cables connected to your DiskStation to prevent any possible damages.

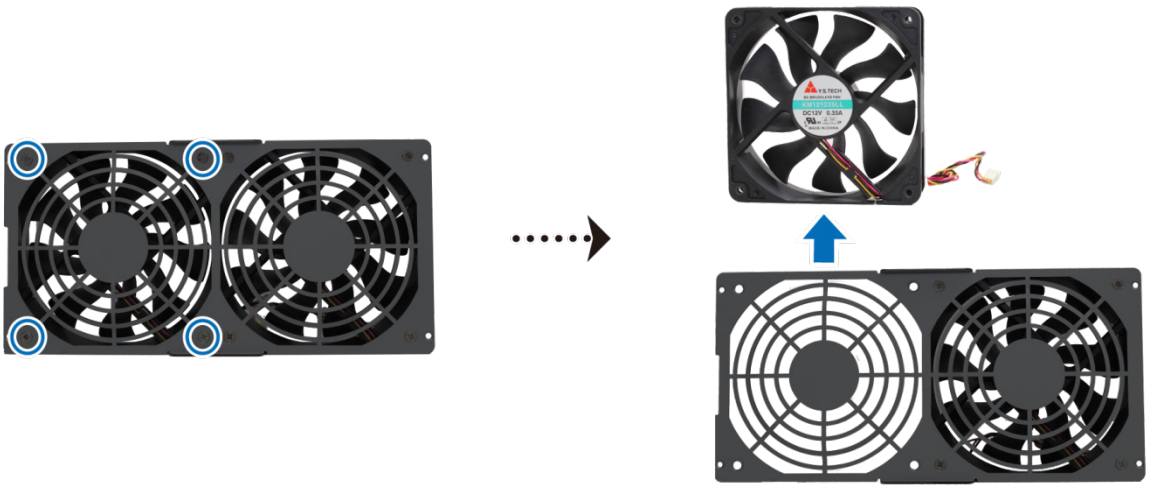
**2** Remove the 4 screws that secure the fan panel.

**3** Remove the malfunctioning fan:

**a** Pull the fan panel from your DiskStation.

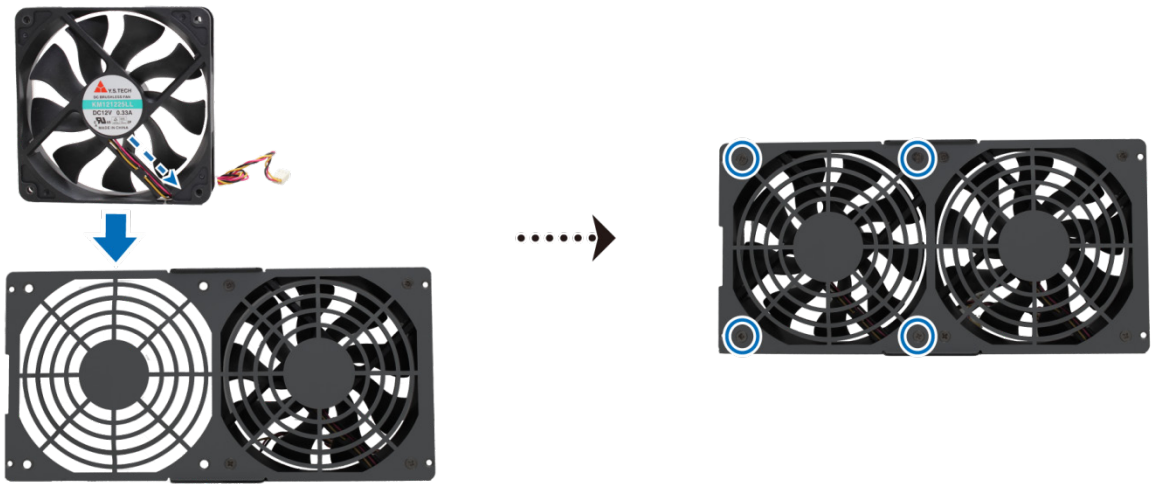
**b** Disconnect the 2 fan cables from the connectors located near the bottom of the fan socket, and then remove the fan panel.

**c** Remove the 4 screws that secure the malfunctioning fan, and then remove the fan.



4 Install the new fan:

**a** Replace the malfunctioning fan with a good one (with the fan cable within the fan pointing at the bottom-right corner), and then tighten the 4 screws to secure the new fan.



**b** Connect the 2 fan cables to the connectors located near the bottom of the fan socket, and then replace the fan panel.

5 Replace and tighten the 4 screws you removed in step 2.

6 Reconnect the cables you removed in step 1, and then press and hold the power button to turn on your DiskStation.

Chapter 3

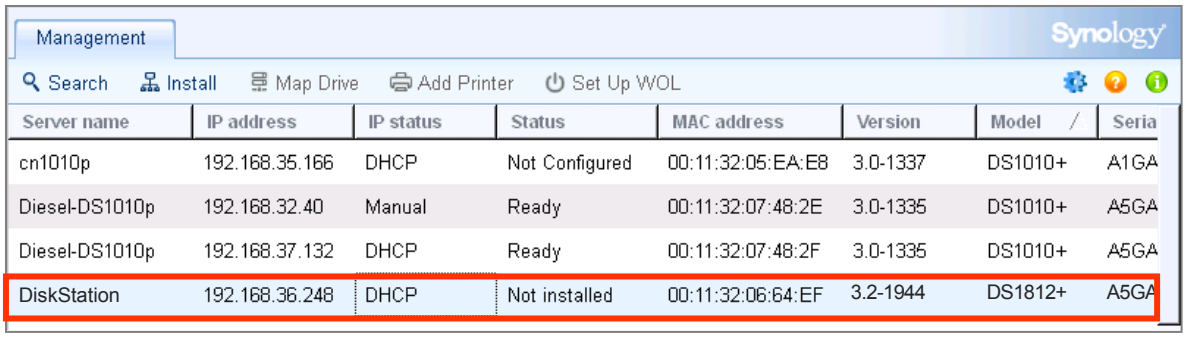
# Install DSM on DiskStation

On a network computer, follow the steps in this chapter to install DSM on your DiskStation. After DSM is installed, you can manage all features of your DiskStation by logging in to DSM with a web browser.

## Install from Windows

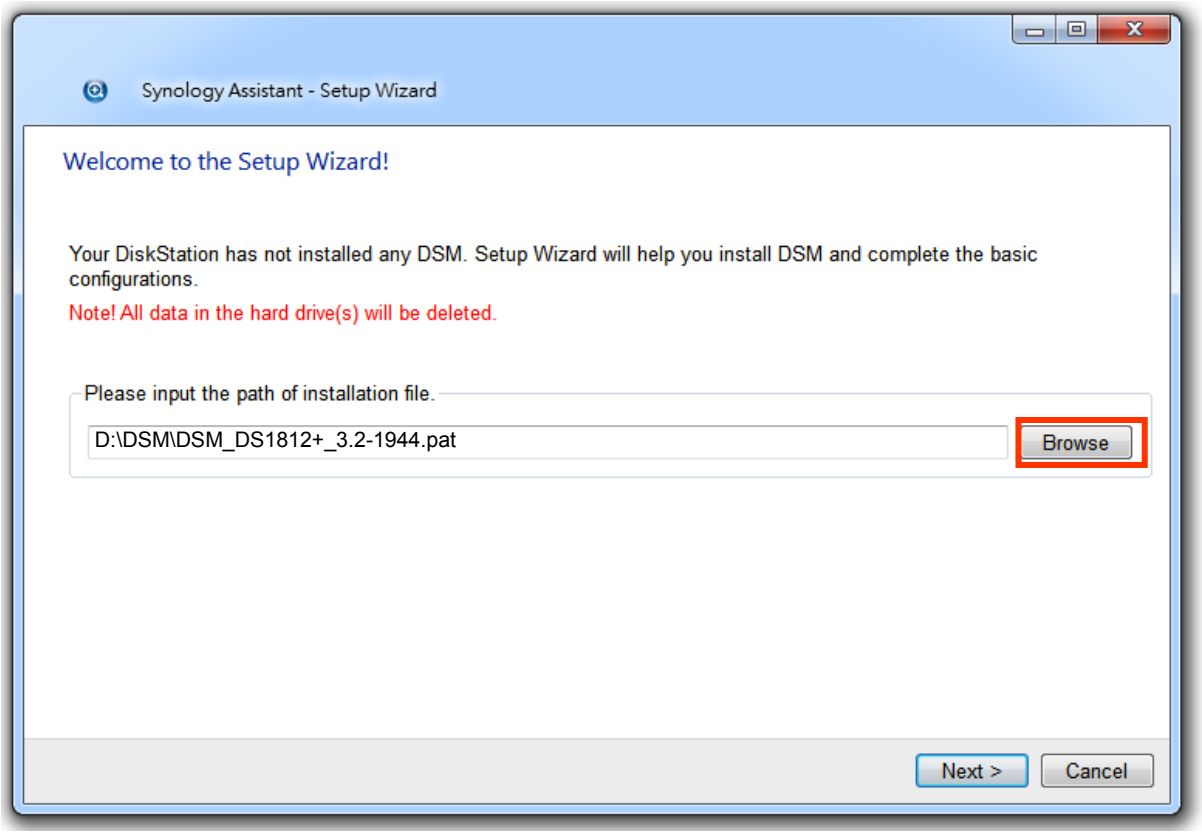
1 Insert the installation disc into your computer, and click **Start**. Follow the onscreen instructions to complete the setup process.

2 Synology Assistant will be installed and launched on your computer. It will search and find your DiskStation within LAN, and the status of your DiskStation should be **Not Installed**. Double-click your DiskStation to start the setup process.




| Server name | IP address | IP status | Status | MAC address | Version | Model | Seria |
|---|---|---|---|---|---|---|---|
| cn1010p | 192.168.35.166 | DHCP | Not Configured | 00:11:32:05:EA:E8 | 3.0-1337 | DS1010+ | A1GA |
| Diesel-DS1010p | 192.168.32.40 | Manual | Ready | 00:11:32:07:48:2E | 3.0-1335 | DS1010+ | A5GA |
| Diesel-DS1010p | 192.168.37.132 | DHCP | Ready | 00:11:32:07:48:2F | 3.0-1335 | DS1010+ | A5GA |
| DiskStation | 192.168.36.248 | DHCP | Not installed | 00:11:32:06:64:EF | 3.2-1944 | DS1812+ | A5GA |

3 Click **Browse** to locate the **DSM_[model name]_[number].pat** installation file in the **DSM** folder of your installation disc. You can also download the latest version of DSM from **Synology Download Center**.



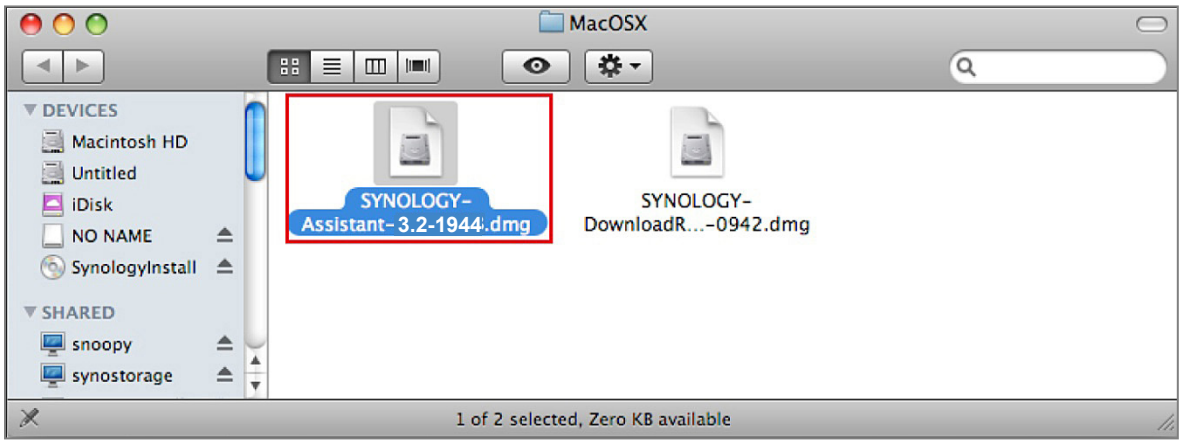

4 Follow the onscreen instructions to complete the setup process.

After the installation process is finished, you can manage your DiskStation with Synology DiskStation Manager (DSM). For more information about managing your DiskStation with DSM, refer to Synology DiskStation User's Guide available at **Synology Download Center**.

# Install from Mac OS X

1 Insert the installation disc into your computer, and then double-click the **SynologyInstall** icon on the desktop.

2 In the window that appears, double-click the **MacOSX** folder, and then double-click **Synology Assistant-[number].dmg**.




3 Double-click the **Synology Assistant.app** in the window that appears.

4 Follow step 2 to 4 of the “Install from Windows” section to finish setup.

# Install from Linux

The Linux version is optimized for **Ubuntu** distribution version 8 and 9. You can still try installation on other Linux distributions (for evaluation purpose only).

## Install and Run Synology Assistant

You can install and run Synology Assistant using the command lines or the GUI.

### If you want to install using the command lines:

Run the script **install.sh** in the **Linux** folder of the installation disc, which will guide you through the steps below.

1 Remove the beta version of Synology Assistant (if any).

```
sudo rm -rf /usr/local/Synology /usr/local/bin/SynologyAssistant
```

2 Extract **SynologyAssistant-[number].tar.gz** to the directory you want, such as **“/usr/local”** or **“.”**

```
tar -C ./ -zxvf SynologyAssistant-[number].tar.gz
```

3 If you are using 64bit Ubuntu, install the 32bit libraries.

```
sudo apt-get install ia32-libs
```

4 Create the shortcut to **/usr/local/bin**.

```
sudo ln -sf /path/install/SynologyAssistant/SynologyAssistant \
/usr/local/bin/SynologyAssistant
```

5 To run Synology Assistant, you can either use the following command:

```
/path/install/SynologyAssistant/SynologyAssistant
```

Or run the shortcut:

```
/usr/local/bin/SynologyAssistant
```

If **/usr/local/bin** exists in your environment variable **$PATH**, just type:

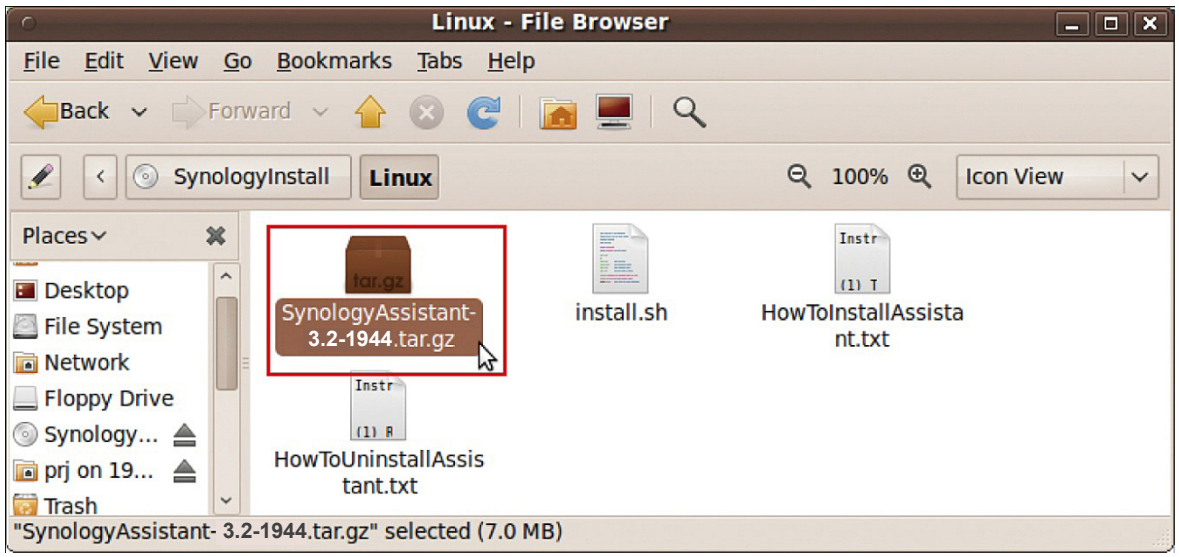
```
SynologyAssistant
```

### If you want to install using the GUI:

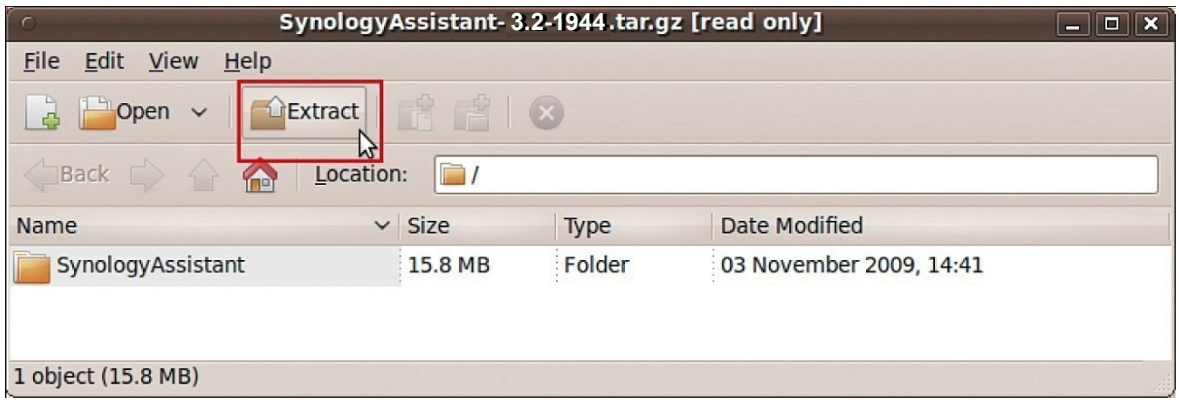
1 Go to **/usr/local** and **/usr/local/bin** and delete the following folders (if any):
**Synology**, **SynologyAssistant**

2 Insert the installation disc into your computer, and then double-click the **SynologyInstall** icon on the desktop.

3 In the **File Browser** window that appears, double-click the **Linux** folder, and then double-click **Synology Assistant-[number].tar.gz**.



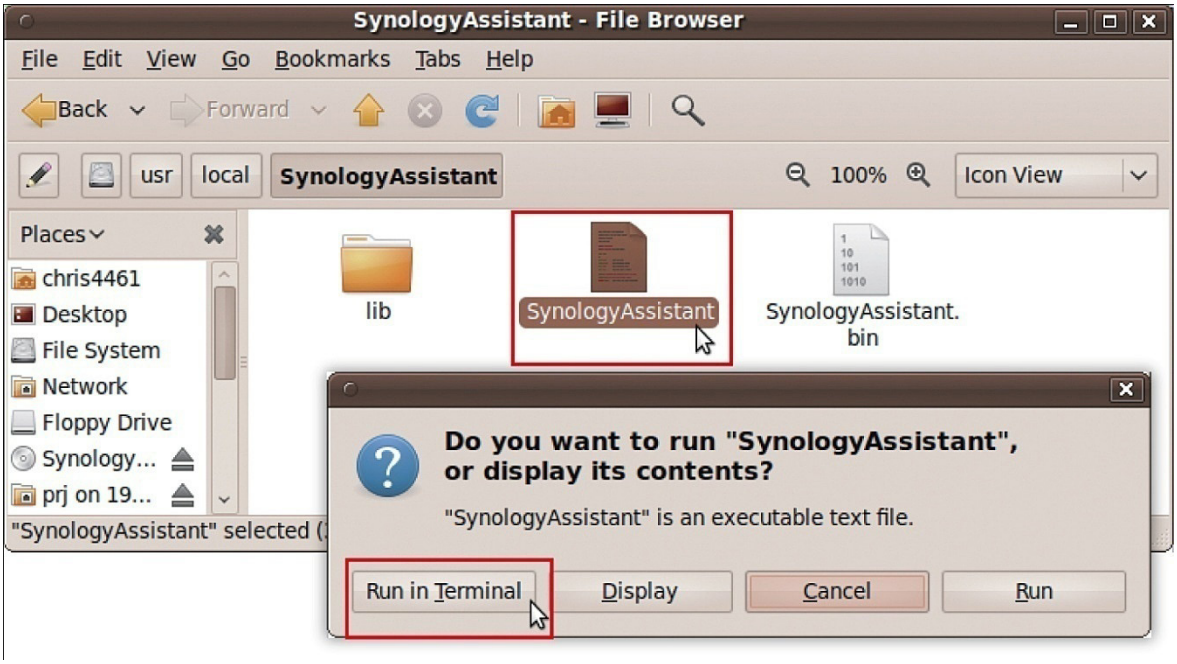

4 Click **Extract**, and then extract the **SynologyAssistant** directory to **/usr/local** or any other path.



***Important:*** If you are using 64bit Ubuntu, you have to install the 32bit libraries before proceeding. To install, type the following command in Terminal:

```
sudo apt-get install ia32-libs
```

5 Go to **/usr/local/SynologyAssistant** (or **[the path you just specified]/SynologyAssistant**), double-click **SynologyAssistant**, and then select **Run in Terminal** in the dialog box that appears.




## Install DSM on DiskStation

When you have activated Synology Assistant, follow step 2 to 4 of the “Install from Windows” section to finish setup.

# Learn More

Congratulations! Your DiskStation is set up now. Refer to the User’s Guide in the installation disc for advanced settings and management. For more information or online resources about your DiskStation, please visit www.synology.com.

CAUTION
RISK OF EXPLOSION IF BATTERY IS REPLACED
BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING
TO THE INSTRUCTIONS

# Specifications

| Item | DS1812+ |
|---|---|
| Internal HDD | 3.5" or 2.5" SATA (II) x 8 |
| Max. Capacity | • 24TB (8x 3TB hard drives)<br>• 54TB (18x 3TB hard drives) with two DX510 (expansion unit) |
| Hot Swappable HDD | Yes |
| External HDD Interface | • USB 3.0 x 2<br>• USB 2.0 x 4<br>• eSATA x 2 |
| LAN Port | Gigabit x 2 |
| Copy | No |
| Size (HxWxD) (mm) | 157 x 340 x 233 |
| Weight (Kg) | 5.21 |
| Supported Clients | • Windows 2000 onward<br>• Mac OS X 10.3 onward<br>• Ubuntu 9.04 onward |
| Max. User Accounts | 2048 |
| Max. Group Accounts | 256 |
| Max. Shared Folders | 256 |
| Max. Concurrent Connections | 512 |
| Max. Supported IP Cameras | 20 |
| File System | • EXT4<br>• EXT3, FAT32, NTFS (External disk only) |
| Volume Type | • Basic • JBOD • RAID 0 • RAID 1<br>• RAID 5 • RAID 5+Spare • RAID 6 • RAID 10<br>• Synology Hybrid RAID |
| Agency Certifications | • FCC Class B • CE Class B • BSMI Class B |
| HDD Hibernation | Yes |
| Deep Sleep for Expansion Unit | Yes |
| Scheduled Power On/Off | Yes |
| Wake on LAN | Yes |
| Language Localization | • English • Deutsch • Français • Italiano • Español • Dansk • Norsk • Svensk<br>• Nederlands • Русский • Polski • Magyar • Português do Brasil<br>• Português Europeu • Türkçe • Český • 日本語 • 한국어 • 繁體中文 • 简体中文 |

| Item | DS1812+ |
| --- | --- |
| Power Consumption And Environment Requirements | • Line voltage: 100V to 240V AC<br>• Frequency: 50/60Hz<br>• Operating Temperature: 40 to 95˚F (5 to 35˚C)<br>• Storage Temperature: 15 to 155˚F (-10 to 70˚C)<br>• Relative Humidity: 5% to 95% RH<br>• Maximum Operating Altitude: 10000 feet (3048m) |

# LED Indication Table

| LED Indication | Color | Status | Description |
|---|---|---|---|
| STATUS | Green | Static | Volume Normal |
| | | Off | HDD Hibernation |
| | Orange | Static | Available volume space < 1GB |
| | | | Available volume space < 1 % |
| | | Blinking | Volume degraded or crashed |
| | | | No volume |
| LAN 1 & LAN 2 | Green | Static | Gigabit Link |
| | | Blinking | Network is active |
| | | Off | Network is down |
| | Orange | Static | 10/100MB Link |
| | | Blinking | Network is active |
| | | Off | Network is down |
| Hard Drive Status Indicator (on tray) | Green | Static | Disk ready |
| | | Blinking | Disk is being accessed |
| | | Off | No internal disk |
| | Orange | Static | Cannot Read/Write |
| ALERT | Orange | Blinking | FAN failure or over temperature |
| | | Off | System normal |
| Power | Blue | Static | Power ready |
| | | Blinking | Booting up |
| | | | Shutting down |
| | | Off | Power off |

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**Section 6. Open Source.** The Software may contain components licensed to Synology under the GNU General Public License ("GPL Components"), currently available at http://www.gnu.org/licenses/gpl.html. The terms of the GPL will control solely with respect to the GPL Components to the extent that this EULA conflicts with the requirements of the GPL with respect to your use of the GPL Components, and, in such event, you agree to be bound by the GPL with respect to your use of such components.

**Section 7. Audit.** Synology will have the right to audit your compliance with the terms of this EULA. You agree to grant access to Synology to facilities, equipment, books, records and documents and to otherwise reasonably cooperate with Synology in order to facilitate any such audit.

**Section 8. Ownership.** The Software is valuable property of Synology and its licensors and is protected by copyright and other intellectual property laws and treaties. Synology or its licensors own all right, title and interest in and to the Software and all copyright and other intellectual property rights in the Software.

**Section 9. Limited Warranty.** Synology warrants that for a period of ninety (90) days after either your (a) installation of the Software on Products that do not include pre-installed Software or (b) use of a Product that includes pre-installed Software, as applicable, (the "Warranty Period"), the Software will substantially conform to Synology's published specifications for the Software, if any, or otherwise set forth on the Web Site. Synology will use commercially reasonable efforts to, in Synology's sole discretion, either correct any such nonconformity in the Software or replace any Software that fails to comply with the foregoing warranty, provided that you give Synology written notice of such noncompliance within the Warranty Period. The foregoing warranty does not apply to any noncompliance resulting from any: (w) use, reproduction, distribution or disclosure not in accordance with this EULA; (x) any customization, modification or other alteration of the Software by anyone other than Synology; (y) combination of the Software with any product, services or other items provided by anyone other than Synology; or (z) your failure to comply with this EULA.

**Section 10. Support.** During the Warranty Period, Synology will make available to you the support services. Following the expiration of the applicable Warranty Period, support for Software may be available from Synology upon written request.

**Section 11. Disclaimer of Warranties.** EXCEPT AS EXPRESSLY SET FORTH ABOVE, SYNOLOGY AND ITS SUPPLIERS PROVIDE THE SOFTWARE "AS IS" AND WITH ALL FAULTS. SYNOLOGY AND ITS SUPPLIERS HEREBY DISCLAIM ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, ARISING BY LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, TITLE AND NONINFRINGEMENT, WITH REGARD TO THE SOFTWARE. WITHOUT LIMITING THE FOREGOING, SYNOLOGY DOES NOT WARRANT THAT THE SOFTWARE WILL BE FREE OF BUGS, ERRORS, VIRUSES OR OTHER DEFECTS.

**Section 12. Disclaimer of Certain Damages.** IN NO EVENT WILL SYNOLOGY OR ITS LICENSORS BE LIABLE FOR THE COST OF COVER OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OR

INABILITY TO USE THE SOFTWARE OR OTHERWISE UNDER OR IN CONNECTION WITH THIS EULA OR THE SOFTWARE, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY EVEN IF SYNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**Section 13. Limitation of Liability.** SYNOLOGY'S AND ITS SUPPLIERS' LIABILITY ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE SOFTWARE OR OTHERWISE UNDER OR IN CONNECTION WITH THIS EULA OR THE SOFTWARE IS LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE PRODUCT REGARDLESS OF THE AMOUNT OF DAMAGES YOU MAY INCUR AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY. The foregoing disclaimer of warranties, disclaimer of certain damages and limitation of liability will apply to the maximum extent permitted by applicable law. The laws of some states/jurisdictions do not allow the exclusion of implied warranties or the exclusion or limitation of certain damages. To the extent that those laws apply to this EULA, the exclusions and limitations set forth above may not apply to you.

**Section 14. Export Restrictions.** You acknowledge that the Software is subject to U.S. export restrictions. You agree to comply with all applicable laws and regulations that apply to the Software, including without limitation the U.S. Export Administration Regulations.

**Section 15. U.S. Government License Rights.** All Software provided to the U.S. Government is provided with the commercial license rights and restrictions described in this EULA. By installing, copying or using the Software, the U.S. Government agrees that the Software is "commercial computer software" or "commercial computer software documentation" within the meaning of FAR Part 12.

**Section 16. Termination.** Without prejudice to any other rights, Synology may terminate this EULA if you do not abide by the terms and conditions contained herein. In such event, you must cease use of the Software and destroy all copies of the Software and all of its component parts.

**Section 17. Assignment.** You may not transfer or assign your rights under this EULA to any third party. Any such transfer or assignment in violation of the foregoing restriction will be void.

**Section 18. Applicable Law.** Unless expressly prohibited by local law, this EULA is governed by the laws of the State of Washington, U.S.A. without regard to any conflict of law principles to the contrary. The 1980 U.N. Convention on Contracts for the International Sale of Goods or any successor thereto does not apply.

**Section 19. Dispute Resolution.** Any dispute, controversy or claim arising out of or relating to this Warranty, the Software or services provided by Synology with respect to the Software or the relationship between you and Synology will be resolved exclusively and finally by arbitration under the current commercial rules of the American Arbitration Association if you reside in the United States, except as otherwise provided below. In such cases, the arbitration will be conducted before a single arbitrator, and will be limited solely to the dispute between you and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall be held in King County, Washington, U.S.A. by submission of documents, by telephone, online or in person as determined by the arbitrator at the request of the parties. The prevailing party in any arbitration or legal action occurring within the United States or otherwise shall receive all costs and reasonable attorneys' fees, including any arbitration fee paid by the prevailing party. Any decision rendered in such arbitration proceedings will be final and binding on the parties, and judgment may be entered thereon in any court of competent jurisdiction. You understand that, in the absence of this provision, you would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and you expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 19. If you do not reside within the United States, any dispute, controversy or claim described in this Section shall be finally resolved by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese. The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this EULA relating to Synology's intellectual property rights.

**Section 20. Attorneys' Fees.** In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this EULA, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

**Section 21. Severability.** If any provision of this EULA is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this EULA will remain in full force and effect.

**Section 22. Entire Agreement.** This EULA sets forth the entire agreement of Synology and you with respect to the Software and the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements whether written or oral. No amendment, modification or waiver of any of the provisions of this EULA will be valid unless set forth in a written instrument signed by the party to be bound thereby.

**SYNOLOGY, INC.**
**LIMITED PRODUCT WARRANTY**

THIS LIMITED WARRANTY ("WARRANTY") APPLIES TO THE PRODUCTS (AS DEFINED BELOW) OF SYNOLOGY, INC. AND ITS AFFILIATES, INCLUDING SYNOLOGY AMERICA CORP AND SYNOLOGY UK LTD., (COLLECTIVELY, "SYNOLOGY"). YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS OF THIS WARRANTY BY OPENING THE PACKAGE CONTAINING AND/OR USING THE PRODUCT. IF YOU DO NOT AGREE TO THE TERMS OF THIS WARRANTY, DO NOT USE THE PRODUCT. INSTEAD, YOU MAY RETURN THE PRODUCT TO THE RESELLER WHERE YOU PURCHASED IT FOR A REFUND IN ACCORDANCE WITH THE RESELLER'S APPLICABLE RETURN POLICY.

**Section 1. Definitions.** (a) "Category I Product" means Synology product models RS810+, RS810RP+ and RX410. (b) "Category II Product" means Synology product models DS1812+, DS1512+, DS712+, DS3611xs, DS2411+, DS1511+, DS1010+, DS710+, DS509+, DS508, RS812, RS212, RS3411xs, RS3411RPxs, RS2211+, RS2211RP+, RS411, RS409RP+, RS409+, RS409, RS408-RP, RS408, RS407, RX1211, RX1211RP, DX1211, DX510, DX5, RX4, and RAM Module (1GB/2GB). (c) "Category III Product" means all other Synology product models purchased by Customer after March 1, 2008. (d) "Category IV Product" means all other Synology product models purchased by Customer before February 29, 2008. (e) "Customer" means the original person or entity purchasing the Product from Synology or an authorized Synology distributor or reseller. (f) "Product" means a Category I Product, Category II Product, Category III Product, or Category IV Product and any hardware incorporated into the product by Synology and any accompanying documentation. (g) "Software" means the Synology proprietary software that accompanies the Product when purchased by Customer, is downloaded by Customer at the Web Site, or is pre-installed on the Product by Synology, and includes any firmware, associated media, images, animations, video, audio, text and applets incorporated into the software or Product and any updates or upgrades to such software. (h) "Warranty Period" means: (i) the period commencing on the date the Product is purchased by Customer and ending (1) five years after such date for Category I Products; (2) three years after such date for Category II Products; or (3) two years after such date for Category III Products; or (4) one year after such date for Category IV Products. (i) "Web Site" means the Synology web site located at **www.synology.com**.

**Section 2. Limited Warranty and Remedies**

**2.1 Limited Warranty.** Subject to Section 2.7, Synology warrants to Customer that each Product (a) will be free of material defects in workmanship and (b) under normal use will perform substantially in accordance with Synology's published specifications for the Product during the Warranty Period. Synology warrants the Software as set forth in the accompanying end user license agreement provided with the Product, if any.

**2.2 Product Registration.** Customers may register Products with Synology and may obtain the manufacturing date for Category I Products, Category II Products and Category III Products at the Web Site. The failure to register a Product at the Web Site will not diminish the warranty rights set forth in Section 2.1. Synology is not responsible for Customer's failure to identify the manufacturing date of any Product.

**2.3 Exclusive Remedy.** If Customer gives notice of noncompliance with any of the warranties set forth in Section 2.1 within the applicable Warranty Period in the manner set forth below, then, upon verification of the noncompliance by Synology, Synology will, at Synology's option: (a) use commercially reasonable efforts to repair the Product, or (b) replace the noncomplying Product or part thereof upon return of the complete Product in accordance with Section 2.4 The foregoing sets forth Synology's entire liability and Customer's sole and exclusive remedy for any breach of warranty under Section 2.1 or any other defect or deficiency in the Product. Customer will reasonably assist Synology to diagnose and validate any nonconformity with the Product. The warranty set forth in Section 2.1 does not include: (1) any warranty relating to the Software; (2) physical installation or removal of the Product from Customer's site; (3) visits to Customer's site; (4) labor necessary to effect repairs or replace defective parts other than during Synology's or its contracted service providers' normal local business hours, exclusive of weekends and service providers' holidays; (5) any work with any third party equipment or software; (6) any warranty of the hard disk if installed by Customer or any other third party; or (7) any warranty of compatibility with the hard disk.

**2.4 Return.** Any Product returned by Customer under Section 2.3 must be assigned a Return Merchandise Authorization ("RMA") number by Synology before shipment and must be returned in accordance with Synology's then current RMA procedures. Customer may contact any authorized Synology distributor or reseller or Synology Support to obtain assistance in obtaining an RMA, and must provide proof of purchase and product serial number when asking for such assistance. For warranty claims, Customer must return the complete Product to Synology in accordance with this Section 2.4 to be eligible for coverage under this Warranty. Any Product returned without an RMA number, or any Product that has been disassembled (except under the direction of Synology) will be refused and returned to Customer at Customer's expense. Any Product that has been assigned a RMA number must be returned in the same condition as it was received from Synology to the address designated by Synology, freight pre-paid, in packaging sufficient to protect the contents thereof and with the RMA number prominently displayed on the outside of the box. Customer is responsible for insurance and risk of loss with respect to returned items until they are properly received by Synology. A Product issued a RMA number must be returned within fifteen (15) days after issuance of the applicable RMA number.

**2.5 Replacement by Synology.** If Synology elects to replace any Product under this Warranty set forth in Section 2.1, then Synology will ship a replacement Product at Synology's expense via the shipping method selected by Synology after receipt of the nonconforming Product returned in accordance with Section 2.4 and validation by Synology that the Product does not conform to the warranty. Replacement Product will be new or serviceably used, comparable in function and performance to the original Product and warranted for the remainder of the original Warranty Period or thirty (30) days after it is shipped to Customer, whichever period is longer Any Product found by Synology to be non-defective will be returned to Customer.

**2.6 Support.** During the Warranty Period, Synology will make available to Customer the support services. Following the expiration of the applicable Warranty Period, support for Products may be available from Synology upon written request.

**2.7 Exclusions.** The foregoing warranties and warranty obligations do not apply to any Product that (a) has been installed or used in a manner not specified or described in the Product specifications; (b) has been repaired, modified or altered by anyone other than Synology or its agent or designee; (c) has been in any way misused, abused, or damaged; (d) has been used with items not provided by Synology other than the hardware or software for which the Product is designed; or (e) otherwise fails to conform to the

Product specifications and such failure is attributable to causes not within or under Synology's control. Further, the foregoing warranties will be void if (1) Customer disassembles the Product except as authorized by Synology; (2) Customer fails to implement any correction, modification, enhancement, improvement or other update made available to Customer by Synology; or (3) Customer implements, installs or uses any correction, modification, enhancement, improvement or other update made available by any third party. The warranty set forth in Section 2.1 will terminate upon Customer's sale or transfer of the Product to a third party.

**2.8 Disclaimer of Warranties.** THE WARRANTIES, OBLIGATIONS, AND LIABILITIES OF SYNOLOGY AND THE REMEDIES OF CUSTOMER SET FORTH IN THIS WARRANTY ARE EXCLUSIVE AND IN SUBSTITUTION FOR, AND CUSTOMER HEREBY WAIVES, RELEASES AND DISCLAIMS, ALL OTHER WARRANTIES, OBLIGATIONS AND LIABILITIES OF SYNOLOGY AND ALL OTHER RIGHTS, CLAIMS AND REMEDIES OF CUSTOMER AGAINST SYNOLOGY, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, WITH RESPECT TO THE PRODUCT, ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES DELIVERED UNDER THIS WARRANTY, INCLUDING, BUT NOT LIMITED TO ANY: (A) IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE; (B) IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE; (C) CLAIM OF INFRINGEMENT OR MISAPPROPRIATION; OR (D) CLAIM IN TORT (WHETHER BASED ON NEGLIGENCE, STRICT LIABILITY, PRODUCT LIABILITY OR OTHER THEORY). SYNOLOGY MAKES NO GUARANTEE AND SPECIFICALLY DISCLAIMS ANY WARRANTY THAT THE DATA OR INFORMATION STORED ON ANY SYNOLOGY PRODUCT WILL BE SECURE AND WITHOUT RISK OF DATA LOSS. SYNOLOGY RECOMMENDS THAT CUSTOMER TAKES APPROPRIATE MEASURES TO BACK UP THE DATA STORED ON THE PRODUCT. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO CUSTOMER.

**Section 3. Limitations of Liability**

**3.1 Force Majeure.** Synology will not be liable for, or be considered to be in breach of or default under this Warranty on account of, any delay or failure to perform as required by this Warranty as a result of any cause or condition beyond its reasonable control (including, without limitation, any act or failure to act by Customer).

**3.2 Disclaimer of Certain Damages.** IN NO EVENT WILL SYNOLOGY OR ITS SUPPLIERS BE LIABLE FOR THE COST OF COVER OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY EVEN IF SYNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**3.3 Limitation of Liability.** SYNOLOGY'S AND ITS SUPPLIERS' LIABILITY ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY IS LIMITED TO THE AMOUNT ACTUALLY PAID BY CUSTOMER FOR THE PRODUCT REGARDLESS OF THE AMOUNT OF DAMAGES CUSTOMER MAY INCUR AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY. The foregoing disclaimer of certain damages and limitation of liability will apply to the maximum extent permitted by applicable law. The laws of some states/jurisdictions do not allow exclusion or limitation of certain damages. To the extent that those laws apply to the Product, the exclusions and limitations set forth above may not apply to Customer.

**Section 4. Miscellaneous**

**4.1 Proprietary Rights.** The Product and any accompanying Software and documentation provided with the Product include proprietary and intellectual property rights of Synology and its third party suppliers and licensors. Synology retains and reserves all right, title, and interest in the intellectual property rights of the Product, and no title to or ownership of any intellectual property rights in or to the Product, any accompanying Software or documentation and any other goods provided under this Warranty is transferred to Customer under this Warranty. Customer will (a) comply with the terms and conditions of the Synology end user license agreement accompanying any Software furnished by Synology or an authorized Synology distributor or reseller; and (b) not attempt to reverse engineer any Product or component thereof or accompanying Software or otherwise misappropriate, circumvent or violate any of Synology's intellectual property rights.

**4.2 Assignment.** Customer will not assign any of its rights under this Warranty directly, by operation of law or otherwise, without the prior written consent of Synology.

**4.3 No Additional Terms.** Except as expressly permitted by this Warranty, neither party will be bound by, and each party specifically objects to, any term, condition or other provision that conflicts with the provisions of this Warranty that is made by the other party in any purchase order, receipt, acceptance, confirmation, correspondence or otherwise, unless each party specifically agrees to such provision in writing. Further, if this Warranty conflicts with any terms or conditions of any other agreement entered into by the parties with respect to the Product, this Warranty will prevail unless the other agreement specifically references the sections of this Warranty that it supersedes.

**4.4 Applicable Law.** Unless expressly prohibited by local law, this Warranty is governed by the laws of the State of Washington, U.S.A. without regard to any conflict of law principles to the contrary. The 1980 U.N. Convention on Contracts for the International Sale of Goods or any successor thereto does not apply.

**4.5 Dispute Resolution.** Any dispute, controversy or claim arising out of or relating to this Warranty, the Product or services provided by Synology with respect to the Product or the relationship between Customers residing within the United States and Synology will be resolved exclusively and finally by arbitration under the current commercial rules of the American Arbitration Association, except as otherwise provided below. The arbitration will be conducted before a single arbitrator, and will be limited solely to the dispute between Customer and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall be held in King County, Washington, U.S.A. by submission of documents, by telephone, online or in person as determined by the arbitrator at the request of the parties. The prevailing party in any arbitration or legal action occurring within the United States or otherwise shall receive all costs and reasonable attorneys' fees, including any arbitration fee paid by the prevailing party. Any decision rendered in such arbitration

proceedings will be final and binding on the parties, and judgment may be entered thereon in any court of competent jurisdiction. Customer understands that, in the absence of this provision, Customer would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and Customer expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 4.5. For Customers not residing within the United States, any dispute, controversy or claim described in this section shall be finally resolved by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese. The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this Warranty relating to Synology's intellectual property rights.

**4.6 Attorneys' Fees.** In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this Warranty, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

**4.7 Export Restrictions.** You acknowledge that the Product may be subject to U.S. export restrictions. You will comply with all applicable laws and regulations that apply to the Product, including without limitation the U.S. Export Administration Regulations.

**4.8 Severability.** If any provision of this Warranty is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this Warranty will remain in full force and effect.

**4.9 Entire Agreement.** This Warranty constitutes the entire agreement, and supersedes any and all prior agreements, between Synology and Customer related to the subject matter hereof. No amendment, modification or waiver of any of the provisions of this Warranty will be valid unless set forth in a written instrument signed by the party to be bound thereby.