



## Worldwide Warranty Policy and Limitations

Western Digital ("WD") values your business and always attempts to provide you the very best of service.

No limited warranty is provided by WD unless your WD Product ("Product") was purchased from an authorized distributor or authorized reseller. Distributors may sell Products to resellers who then sell Products to end users. Please see below for warranty information or obtaining service. No warranty service is provided unless the Product is returned to an authorized return center in the region (warranty regions are identified as Canada, U.S.A., Latin America, Europe, Middle East, Africa, Asia Pacific, India and Thailand) where the Product was first shipped by WD, which may have regional specific warranty implications.

If your Product was purchased as a component integrated within a system by a system manufacturer, no limited warranty is provided by WD. Please contact the place of purchase or the system manufacturer directly for warranty service.

For customers who purchased Products in Australia and New Zealand, please refer to this link for your warranty coverage: <http://support.wdc.com/warranty/policy2.asp>. All other customers, your warranty coverage is described below.

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### Warranty Policy

Retail Kits that are assembled and branded by Western Digital, along with internal drives sold as "Component Drives" (internal hard drives that WD sold and specifically did not package as part of a Western Digital assembled and branded retail kit), come with a limited warranty. Please refer to the following warranty tables for basic product warranty information. Depending on the type of sales transaction, product warranty may differ from the general warranty information listed below.

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### USA, Canada and Latin America

Product

Product Designator

Component  
Drive<sup>1</sup>

Retail Kit

## Enterprise Drives:

|   |  |        |        |
|---|--|--------|--------|
| WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE | GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYS, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ | 5-year | 5-year |
| WD VelociRaptor   | WDBACN   | N/A    | 5-year |
| WD XE SAS Hard Drive  | BKFG, BKHG, BKFF, HKHG   | 5-year | N/A    |

## Small Office Storage Server:

|                            |                        |     |        |
|----------------------------|------------------------|-----|--------|
| WD Sentinel DS6100, DS5100 | WDBWVL, WDBYVE         | N/A | 1-year |
| WD Sentinel RX4100         | WDBLVH                 | N/A | 3-year |
| WD Sentinel DX4000         | WDBLGT                 | N/A | 3-year |
| WD Sentinel Drive Kit      | WDBYBL, WDBBDN, WDBNSH | N/A | 3-year |

## NAS:

|                 |            |        |        |
|-----------------|------------|--------|--------|
| WD Red Pro      | FFSX       | 5-year | 5-year |
| WD Red 3.5-inch | EFRX       | 3-year | 3-year |
| WD Red 3.5-inch | WDBMMA     | N/A    | 3-year |
| WD Red 2.5-inch | JFCX, BFCX | 3-year | 3-year |

## Networking:

|   |  |     |        |
|---|--|-----|--------|
| My Net Switch, My Net N600, My Net N750, My Net N900, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge | WDBJVC, WDBEAV, WDBAJA, WDBWVK, WDBABY, WDBAPK, WDBWNJ, WDBMRD | N/A | 1-year |
| My Net N900 Central   | WDBKSP   | N/A | 2-year |

## Desktop Drives:

|   |  |        |                     |
|---|--|--------|---------------------|
| WD Purple   | PURX   | 3-year | 3-year              |
| WD Black  | AAEX, AALS, FAEX, FAES, FALS, FASS, AALX, AZEX, FZEX   | 5-year | 5-year              |
| WD Black  | WDBAAZ, WDBMBE, WDBSLA   | N/A    | 5-year              |
| WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue) | BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX | 2-year | 3-year <sup>3</sup> |
| WD Blue   | WDBAAV, WDBAAW, WDBAAX   | N/A    | 3-year              |
| WD Blue   | WDBH2D   | N/A    | 2-year              |

|   |   |        |                     |
|---|---|--------|---------------------|
| WD Raptor X   | AHFD  | 5-year | 5-year              |
| WD Green (WD Caviar GP, WD Caviar Green)  | EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX  | 2-year | 3-year              |
| WD Green  | WDBAAY  | N/A    | 3-year              |
| Mobile Drives:  |   |        |                     |
| WD Black  | BPKT, BPKX, BEKT, BEKX, BJKT  | 5-year | 5-year              |
| WD Black  | WDBABD  | N/A    | 5-year              |
| WD Blue   | VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, BPVX, JPVT, JPVX, LPVT, LPVX, TPVT, SPCX, LPCX, MPCK  | 2-year | 3-year <sup>3</sup> |
| WD Blue   | WDBABA, WDBABB, WDBABC, WDBMYH  | N/A    | 2-year              |
| WD Green  | NPVT  | 2-year | N/A                 |
| CE Drives:  |   |        |                     |
| WD AV, WD AV-GP, WD AV-25   | AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX  | 3-year | 3-year              |
| External Drives:  |   |        |                     |
| My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4   | WDBCTL, WDBZVM, WDBVKW, WDBWWD  | N/A    | 2-year              |
| WD ShareSpace™  | WDA4NC  | N/A    | 3-year              |
| My Passport Elite, My Passport Studio   | WDML, WDMT, WDMS  | N/A    | 5-year              |
| My Book for Mac, My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book Pro, My Book Pro II, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Studio LX, My Book Live | WDBYCC, WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1T, WDG2TP, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACH, WDBACG, WDBCPZ | N/A    | 3-year              |
| WD Elements SE, WD Elements, WD Elements Portable, My Book Essential, My Book Mac Edition, My Book Premium, My Book Premium ES, My Book Premium II  | WDBUZG, WDBU6Y, WDBBJH, WDBABV, WDE1U, WDE1MS, WDBAAU, WDBPCK, WDBAAR, WDG1U, WDH1U, WDG1C, WDG1SU, WDG2T   | N/A    | 1-year              |
| My Book, My Book Live Duo, My Book Essential, My Book for Mac, My Book 3.0  | WDBFJK, WDBVHT, WDBAAF, WDBACW, WDBAAG, WDBAAK, WDBABP  | N/A    | 2-year              |
|   | WDME, WDMEA, WDBAAC, WDBKKE,  |        |                     |

|   |  |     |                     |
|---|--|-----|---------------------|
| My Passport Essential, My Passport for Mac, My Passport Elite, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air                       | WDBGCH, WDBJBH, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ | N/A | 3-year <sup>2</sup> |
| My Passport Studio  | WDBAAE, WDBALG, WDBK8A, WDBS8P, WDBGJA, WDBU4M   | N/A | 3-year              |
| My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac, My Passport Edge, My Passport Enterprise | WDBY8L, WDBBEP, WDBKXH, WDBAAA, WDBACY, WDBABM, WDBAAB, WDBBXV, WDBL1D, WDBABS, WDBABW, WDBK6Z, WDBHEZ | N/A | 2-year              |
| Home Entertainment:   |  |     |                     |
| WD TV, WD TV Mini, WD TV Live, WD TV Live Plus, WD TV Live Streaming, WD TV Live Hub, WD TV Play  | WDAVN, WDBABF, WDBAAL, WDBAAN, WDBN80, WDBABX, WDBG3A, WDBABZ, WDBGST, WDBHG7, WDBMBA, WDBHBM          | N/A | 1-year              |
| My DVR Expander eSATA Edition, My DVR Expander USB Edition, My Book AV eSATA, My Book AV-TV   | WDG1S, WDH1S, WDBACS, WDBGLG   | N/A | 1-year              |
| My Book AV DVR Expander   | WDBABT   | N/A | 2-year              |
| Solid State Storage   |  |     |                     |
| WD SiliconDrive CF  | 3xxxx  | N/A | 5-year              |
| WD SiliconDrive II CF   | 45xx, 46xx, 48xx   | N/A | 5-year              |
| WD SiliconDrive A100  | 71xx   | N/A | 5-year              |
| WD SiliconDrive U100  | 49xx   | N/A | 5-year              |
| Accessories:  |  |     |                     |
| WD Nomad  | WDBGRD0000NBK  | N/A | 2-year              |

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## Europe, Middle East, Africa and India

| Product   | Product Designator   | Component Drive <sup>1</sup> | Retail Kit |
|---|--|------------------------------|------------|
| Enterprise Drives:  |  |                              |            |
| WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE | GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYs, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ | 5-year                       | 5-year     |

|  |  |        |                     |
|--|--|--------|---------------------|
| WD VelociRaptor  | WDBACN   | N/A    | 5-year              |
| WD XE SAS Hard Drives  | BKFG, BKHG, BKFF   | 5-year | N/A                 |
| Small Office Storage Server:   |  |        |                     |
| WD Sentinel DS6100, DS5100   | WDBWVL, WDBYVE   | N/A    | 2-year              |
| WD Sentinel RX4100   | WDBLVH   | N/A    | 3-year              |
| WD Sentinel DX4000   | WDBLGT   | N/A    | 3-year              |
| WD Sentinel Drive Kit  | WDBYBL, WDBBDN, WDBNSH   | N/A    | 3-year              |
| NAS:   |  |        |                     |
| WD Red Pro   | FFSX   | 5-year | 5-year              |
| WD Red 3.5-inch  | EFRX   | 3-year | 3-year              |
| WD Red 3.5-inch  | WDBMMA   | N/A    | 3-year              |
| WD Red 2.5-inch  | JFCX, BFCX   | 3-year | 3-year              |
| Networking:  |  |        |                     |
| My Net Switch, My Net N600, My Net N750, My Net N900, My Net N900 Central, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge | WDBJVC, WDBEAV, WDBAJA, WDBWVK, WDBKSP, WDBABY, WDBAPK, WDBWNJ, WDBMRD   | N/A    | 2-year              |
| Desktop Drives:  |  |        |                     |
| WD Purple  | PURX   | 3-year | 3-year              |
| WD Black   | AAEX, AALS, FAEX, FAES, FALS, FASS, AALX, AZEX, FZEX   | 5-year | 5-year              |
| WD Black   | WDBAAZ, WDBMBE, WDBSLA   | N/A    | 5-year              |
| WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)  | BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX | 2-year | 3-year <sup>4</sup> |
| WD Blue  | WDBAAV, WDBAAW, WDBAAX   | N/A    | 3-year              |
| WD Blue  | WDBH2D   | N/A    | 2-year              |
| WD Raptor X  | AHFD   | 5-year | 5-year              |
| WD Green (WD Caviar GP, WD Caviar Green)   | EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX   | 2-year | 3-year              |
| WD Green   | WDBAAY   | N/A    | 3-year              |
| Mobile Drives:   |  |        |                     |
| WD Black   | BPKT, BPKX, BEKT, BEKX, BJKT   | 5-year | 5-year              |
| WD Black   | WDBABD   | N/A    | 5-year              |

|  |   |        |                  |
|--|---|--------|------------------|
| WD Blue  | VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, BPVX, JPVT, JPVX, LPVT, LPVX, TPVT, SPCX, LPCX, MPCK  | 2-year | N/A <sup>3</sup> |
| WD Blue  | WDBABA, WDBABB, WDBABC, WDBMYH  | N/A    | 2-year           |
| WD Green   | NPVT  | 2-year | N/A              |
| CE Drives:   |   |        |                  |
| WD AV, WD AV-GP, WD AV-25  | AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX  | 3-year | 3-year           |
| External Drives:   |   |        |                  |
| My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4  | WDBCTL, WDBZVM, WDBVKW, WDBWWD  | N/A    | 2-year           |
| WD ShareSpace™   | WDA4NC  | N/A    | 3-year           |
| My Passport Elite, My Passport Studio  | WDML, WDMT, WDMS  | N/A    | 5-year           |
| My Book for Mac, My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book Pro, My Book Pro II, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Live | WDBYCC, WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1T, WDG2TP, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACG, WDBCPZ                           | N/A    | 3-year           |
| WD Elements SE, WD Elements, WD Elements Portable, My Book, My Book Essential, My Book Mac Edition, My Book Premium, My Book Premium ES, My Book Premium II  | WDBUZG, WDBU6Y, WDBBJH, WDBAAR, WDBJRH, WDE1U, WDE1MS, WDG1U, WDH1U, WDG1C, WDG1SU, WDG2T   | N/A    | 2-year           |
| My Book, My Book Live Duo, My Book Essential, My Book for Mac, My Book 3.0   | WDBFJK, WDBVHT, WDBAAF, WDBACW, WDBAAG, WDBAAK, WDBABP  | N/A    | 2-year           |
| My Passport Essential, My Passport for Mac, My Passport Elite, My Passport Studio, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air  | WDME, WDMEA, WDBAAC, WDBAAE, WDBKKF, WDBGCH, WDBJBH, WDBALG, WDBK8A, WDBS8P, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBGJA, WDBU4M | N/A    | 3-year           |
| My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac, My Passport Studio, My Passport Edge, My Passport Enterprise  | WDBAAA, WDBAAB, WDBABM, WDBABS, WDBABW, WDBACY, WDBBEP, WDBBXV, WDBFBW, WDBEMM, WDBHEZ, WDBK6Z, WDBKXH, WDBL1D, WDBY8L, WDBZZZ  | N/A    | 2-year           |
| Home Entertainment:  |   |        |                  |
| WD TV, WD TV Mini, WD TV Live, WD TV Live  | WDAVP, WDBABG, WDBAAM, WDBAAN, WDBAAP, WDBKH2, WDBREC, WDBGXT,  |        |                  |

|   |  |     |        |
|---|--|-----|--------|
| Plus, WD Elements Play, WD TV Live Hub, WD TV Play  | WDBACC, WDBNLC, WDBACA, WDBSKR, WDBMBA, WDBHBM | N/A | 2-year |
| My DVR Expander eSATA Edition, My DVR Expander USB Edition, My Book AV eSATA, My Book AV-TV | WDG1S, WDH1S, WDBACS, WDBGLG                   | N/A | 2-year |
| My Book AV DVR Expander   | WDBABT   | N/A | 2-year |
| Solid State Storage   |  |     |        |
| WD SiliconDrive CF  | 3xxxx  | N/A | 5-year |
| WD SiliconDrive II CF   | 45xx, 46xx, 48xx                               | N/A | 5-year |
| WD SiliconDrive A100  | 71xx   | N/A | 5-year |
| WD SiliconDrive U100  | 49xx   | N/A | 5-year |
| Accessories:  |  |     |        |
| WD Nomad  | WDBGRD0000NBK                                  | N/A | 2-year |

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## Asia Pacific

| Product   | Product Designator   | Component Drive <sup>1</sup> | Retail Kit |
|---|--|------------------------------|------------|
| Enterprise Drives:  |  |                              |            |
| WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE | GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLFS, HLHX, HHTZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYSY, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ | 5-year                       | N/A        |
| WD XE SAS Hard Drives   | BKFG, BKHG, BKFF   | 5-year                       | N/A        |
| Small Office Storage Server:  |  |                              |            |
| WD Sentinel DS6100, DS5100  | WDBWVL, WDBYVE   | N/A                          | 1-year     |
| WD Sentinel RX4100  | WDBLVH   | N/A                          | 3-year     |
| WD Sentinel DX4000  | WDBLGT   | N/A                          | 3-year     |
| WD Sentinel Drive Kit   | WDBYBL, WDBBDN, WDBNSH   | N/A                          | 3-year     |
| NAS:  |  |                              |            |
| WD Red Pro  | FFSX   | 5-year                       | 5-year     |
| WD Red 3.5-inch   | EFRX   | 3-year                       | 3-year     |
| WD Red 3.5-inch   | WDBMMA   | N/A                          | 3-year     |

|   |  |        |                     |
|---|--|--------|---------------------|
| WD Red 2.5-inch Networking:   | JFCX, BFCX   | 3-year | 3-year              |
| My Net Switch   | WDBJVC   | N/A    | 1-year              |
| My Net N600, My Net N750, My Net N900, My Net N900 Central, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge | WDBEAV, WDBAJA, WDBWVK, WDBKSP, WDBABY, WDBAPK, WDBWNJ, WDBMRD   | N/A    | 3-year              |
| Desktop Drives:   |  |        |                     |
| WD Purple   | PURX   | 3-year | 3-year              |
| WD Black  | AAEX, AALS, AALX, AZEX, FAEX, FAES, FALS, FASS, FZEX   | 5-year | N/A                 |
| WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)   | BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX | 2-year | N/A <sup>3</sup>    |
| WD Blue   | WDBAAX   | N/A    | 3-year              |
| WD Raptor X   | AHFD   | 5-year | N/A                 |
| WD Green (WD Caviar GP, WD Caviar Green)  | EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX   | 2-year | N/A                 |
| WD Green  | WDBAAY   | N/A    | 3-year              |
| Mobile Drives:  |  |        |                     |
| WD Black  | BPKT, BPKX, BEKT, BEKX, BJKT   | 5-year | N/A                 |
| WD Blue   | VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, JPV, LPVT, TPVT  | 2-year | N/A <sup>3</sup>    |
| WD Blue   | WDBABC   | N/A    | 3-year              |
| WD Green  | NPVT   | 2-year | N/A                 |
| CE Drives:  |  |        |                     |
| WD AV, WD AV-GP, WD AV-25   | AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX                         | 3-year | N/A                 |
| External Drives:  |  |        |                     |
| My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4   | WDBCTL, WDBZVM, WDBVKW, WDBWWD   | N/A    | 2-year              |
| WD ShareSpace™  | WDA4NC   | N/A    | 3-year              |
| My Book Pro, My Book Pro II   | WDG1T, WDG2TP  | N/A    | 5-year <sup>2</sup> |
| My Passport Elite, My Passport Studio   | WDML, WDMT, WDMS   | N/A    | 5-year              |



|  |   |     |                     |
|--|---|-----|---------------------|
| My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Mac Edition, My Book Essential, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Live, My Book Live Duo | WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1U, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACG, WDBVHT, WDBCPZ                                   | N/A | 3-year              |
| My Book, My Book Essential, My Book Premium Edition, My Book Premium ES, My Book Premium Edition II  | WDBFJK, WDG1U, WDG1C, WDG1SU, WDG2T   | N/A | 3-year <sup>2</sup> |
| My Book Essential, My Book for Mac, My Book 3.0  | WDBYCC, WDBAAF, WDBACW, WDBAAG  | N/A | 3-year              |
| WD Elements SE, WD Elements, WD Elements Portable  | WDBUZG, WDBU6Y, WDBBJH, WDBABV, WDE1U, WDE1MS, WDBAAR   | N/A | 3-year <sup>5</sup> |
| My Passport Essential, My Passport for Mac, My Passport Elite, My Passport Studio, My Passport Edge, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air  | WDME, WDMEA, WDBAAC, WDBAAE, WDBK8A, WDBALG, WDBKKF, WDBGCH, WDBK6Z, WDBJBH, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBGJA, WDBU4M | N/A | 3-year <sup>2</sup> |
| My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac  | WDBY8L, WDBBEP, WDBKXH, WDBAAA, WDBACY, WDBABM, WDBAAB, WDBBXV, WDBL1D, WDBABS, WDBABW  | N/A | 3-year              |
| Home Entertainment:  |   |     |                     |
| WD TV, WD TV Mini, WD TV Live, WD TV Live Streaming, WD TV Play  | WDAV, WDBAAM, WDBAAN, WDBAAP, WDBABF, WDBABG, WDBGXT, WDBHG7, WDBMBA, WDBHZM  | N/A | 1-year              |
| WD Elements Play, WD TV Live Hub   | WDBACB, WDBACC, WDBNLC, WDBMCE, WDBABZ, WDBACA  | N/A | 3-year              |
| My DVR Expander eSATA, My DVR Expander USB, My Book AV eSATA, My Book AV DVR Expander, My Book AV-TV   | WDG1S, WDH1S, WDBACS, WDBABT, WDBGLG  | N/A | 3-year              |
| Solid State Storage  |   |     |                     |
| WD SiliconDrive CF   | 3xxxx   | N/A | 5-year              |
| WD SiliconDrive II CF  | 45xx, 46xx, 48xx  | N/A | 5-year              |
| WD SiliconDrive A100   | 71xx  | N/A | 5-year              |
| WD SiliconDrive U100   | 49xx  | N/A | 5-year              |
| Accessories:   |   |     |                     |

|   |  |        |        |
|---|--|--------|--------|
| WD Nomad<br>Thailand Only   | WDBGRD0000NBK  | N/A    | 2-year |
| WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue) | BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX | 3-year | N/A    |
| WD Green (WD Caviar GP, WD Caviar Green)                          | EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX   | 3-year | N/A    |
| WD Blue   | VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, JPVT, LPVT, TPVT, JPVX, SPCX, BPVX, LPCX, LPVX                 | 3-year | N/A    |

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### Frequently Asked Questions

- 1 Any Non-Kitted Hard Drive sold to Authorized WD Distributors.
  - 2 Effective for products purchased since March 1st, 2007.
  - 3 Effective for products purchased since August 1st, 2007. Drives purchased previously have 1 year warranty.
  - 4 Effective for products purchased since March 1st, 2007. Drives purchased previously have 2 year warranty.
  - 5 Effective for products purchased since October 1st, 2007. Drives purchased previously have 1 year warranty.
- † Warranties may vary in regions that belong to the [European Union](#)

#### Note:

The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller and extends only for the period of time set forth in the Product documentation.

Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. To verify the warranty of your Product and update your purchase date (if required), please use our online [Warranty Status Check](#) service. In the United States, some states do not allow limitations on how long implied warranties last, so the above limitation may not apply to you.

Please refer to your Product manual for a statement of your limited warranty. A Product manual can be obtained from your authorized distributor or reseller or the [WD web site](#).

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE FACE OF THE WD LIMITED WARRANTY. WD DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PRODUCTS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. IN THE UNITED STATES, SOME STATES DO NOT ALLOW THE EXCLUSION OF THE IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

#### Recertified Products

WD recertified products may consist of customer return units and may be repaired. All products are tested and determined to meet WD's stringent quality standards before they are sold as recertified. Please note that some recertified items may have marks, scratches, or other slight signs of wear.

All recertified products carry manufacturer's limited warranty of 6 months.

#### Return Material Authorization (RMA)

No Product may be returned directly to WD without first contacting WD for a Return Material Authorization ("RMA") number. If 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 are to be shipped prepaid and insured to the address on the RMA in an [approved shipping container](#). Your original box and packaging materials should be kept for storing or shipping your Product. If upon inspection of your returned Product WD suspects fraud or deems such Product to be counterfeit, WD may, in its sole discretion, confiscate such Product or take such other actions as it deems necessary. To request an RMA, please click [here](#).

### Extended Warranty

Customers can purchase an extended warranty on eligible WD products with less than a 3-year warranty. The maximum warranty period for these products, including any warranty extension, cannot be longer than 3 years from the date of purchase. Extended warranty is currently available for [purchase online](#)

### Warranty Limitations

WD's limited warranty provides that, subject to the following limitations, each Product will be free from defects in material and workmanship and will conform to WD's specification for the particular Product.

#### Limitation of Remedies

YOUR EXCLUSIVE REMEDY FOR ANY DEFECTIVE PRODUCT IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT.

WD may elect which remedy or combination of remedies to provide in its sole discretion. WD shall have a reasonable time after determining that a defective Product exists to repair or replace a defective Product. WD's replacement Product under its limited warranty will be manufactured from new and serviceable used parts. WD's warranty applies to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a repaired or replaced Product, whichever is longer.

#### Limitation of Damages

WD'S ENTIRE LIABILITY FOR ANY DEFECTIVE PRODUCT SHALL IN NO EVENT EXCEED THE PURCHASE PRICE FOR THE DEFECTIVE PRODUCT. THIS LIMITATION APPLIES EVEN IF WD CANNOT OR DOES NOT REPAIR OR REPLACE ANY DEFECTIVE PRODUCT AND YOUR EXCLUSIVE REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

#### No Consequential or Other Damages

NOTWITHSTANDING ANYTHING ELSE IN THIS POLICY OR OTHERWISE, WD WILL NOT BE LIABLE WITH RESPECT TO THE PRODUCTS UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY (I) FOR ANY AMOUNT IN EXCESS OF THE PURCHASE PRICE FOR THE DEFECTIVE PRODUCT OR (II) FOR ANY GENERAL, CONSEQUENTIAL, PUNITIVE, INCIDENTAL OR SPECIAL DAMAGES. THESE INCLUDE LOSS OF RECORDED DATA, INTERRUPTION OF USE, THE COST OF RECOVERY OF LOST DATA, LOST PROFITS AND THE COST OF THE INSTALLATION OR REMOVAL OF ANY PRODUCTS, THE INSTALLATION OF REPLACEMENT PRODUCTS, AND ANY INSPECTION, TESTING, OR REDESIGN CAUSED BY ANY DEFECT OR BY THE REPAIR OR REPLACEMENT OF PRODUCTS ARISING FROM A DEFECT IN ANY PRODUCT. THIS SECTION DOES NOT LIMIT LIABILITY FOR BODILY INJURY OF A PERSON.

IN THE UNITED STATES, SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE LIMITATIONS ABOVE MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

## Your Use of the Product

WD will have no liability for any Product returned if WD determines that:

- The product was [stolen from WD](#).
- The asserted defect:
  - is not present,
  - cannot reasonably be fixed because of damage occurring when the Product is in the possession of someone other than WD, or
  - is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external covers (unless authorized to do so by Western Digital or an authorized Service Center)), accident or mishandling while in the possession of someone other than WD.
- The Product was not sold to you as new.
- The product was not used in accordance with Western Digital specifications and instructions.
- The product was not used for its intended function (for example, desktop drives used in an Enterprise environment).

## Additional Limitations on Warranty

Western Digital's warranty does not cover Products which have been received improperly packaged, altered, or physically damaged. Products will be inspected upon receipt. You can view additional examples of the warranty limitations below by clicking on the available links.

### Packaging

- [Improperly packaged](#)
- [Non-qualified shipping container](#)

### Alterations

- [Counterfeit label\(s\)](#)
- Customer added jumper wires
- Incorrect PCBA/HDA pair
- [Labels have been switched:](#)
  1. True Western Digital label on non-Western Digital drive
  2. True Western Digital label on different capacity Western Digital Drive
- [Labels exhibit tampering](#)
- [Label missing standard printing such as UL or capacity](#)
- [Missing barcode or top cover label](#)
- [No tape seal – \(non-authorized data recovery sticker\)](#)
- [Serial number on top cover does not match barcode on end](#)
- [Western Digital labels or breather filter holes obscured by customer applied stickers](#)

### Damage

- [Broken pins on connector](#)
- [Connector\(s\) are damaged, cracked, missing or broken](#)
- Cracked components on the circuit board
- [Dented base casting](#)
- [Torn or punctured tape seal](#)
- [Dented top cover](#)
- [Deep scratch](#)
- [Loose, damaged, or missing screws](#)
- Lifted or punctured servo clock hole (SCSI)
- Missing servo clock hole (SCSI)

- [Missing PCBA \(Circuit Board\)](#)
- Obscured breather filter holes
- [Punctured at servo writer access port](#)
- Punctured inspect pivot seal
- Scratch exposing copper trace
- Stripped mounting hole threads

If an alphabetic character appears after the Product date code (example: 05 Apr 99 X), the Product has been re-certified and may not be subject to the terms of WD's warranty as it applies only to products sold as new.

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