

Kingston Limited Warranty Statement

Visit <https://www.kingston.com/unitedstates/us/company/warranty> for complete information regarding Kingston's warranties.

Kingston warrants to the original end user customer that its products are free from defects in material and workmanship on the terms and conditions set forth herein. Subject to the conditions and limitations set forth below, Kingston will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Kingston 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 Kingston is unable to repair or replace the product, it will refund or credit the lesser of either the current value of the product at the time the warranty claim is made or the purchase price. Proof of purchase must be provided showing the original date and place of purchase, as well as the product description and price.

This limited warranty does not cover any damage to the product that results from improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair or modification. This limited warranty shall not apply if: (i) the product was not used in accordance with any accompanying instructions, or (ii) the product was not used for its intended function.

This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, that has not been handled or packaged correctly, that has been sold as second-hand or that has been resold contrary to U.S.A. and other applicable export regulations.

This limited warranty covers only repair, replacement, refund or credit for defective Kingston products, as provided above. Kingston is not liable for, and does not cover under warranty, any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data or any costs associated with determining the source of system problems or removing, servicing or installing Kingston products. This warranty excludes third party software, connected equipment or stored data. Kingston is therefore not liable for any actual or consequential losses or damage attributable to third party software, connected equipment or stored data. In the event of a claim, Kingston's sole and maximum obligation shall be to repair or replace the hardware or issue a refund in Kingston's sole discretion.



Duration of Warranty

Product Lifetime Warranty**:

The following Kingston products are covered by this warranty for the life of the product

Memory modules including:

- ValueRAM®
- HyperX®
- Kingston FURY™
- Server Premier
- Retail Memory
- Kingston system-specific memory

Flash memory cards including:

- Secure Digital
- Secure Digital HC and XC
- CompactFlash
- MultiMediaCard
- SmartMedia excluding Industrial Temp microSD cards
- Flash adapters

**Product lifetime is defined as the normal time expectancy for the use of products in the industry. But the lifetime warranty may be subject to definitions as set by different countries. For Russia, the lifetime warranty is determined to be for a period of ten (10) years from the date of purchase by the original end user customer.

Five-Year Warranty:

The following Kingston products are covered by this warranty for a period of five years from the date of purchase by the original end user customer:

- USB DataTraveler® drives (excluding DataTraveler 2000)
- Design-In Client DRAM ("CBD")
- IronKey® USB drives
- Industrial Temp microSD Cards (SDCIT).



Five Year Conditional SSD Warranty:

The following Kingston products are covered by this warranty, based on which of the following events occurs first: (i) five (5) years from the date of purchase by the original end user customer; (ii) when the usage of a SATA SSD as measured by Kingston's implementation of the SMART attribute 231, labeled as "SSD Wear Indicator", reaches a normalized value of one (1) as indicated by Kingston's SSD Manager ("KSM"), or (iii) when the usage of an NVME SSD as indicated by Kingston's implementation of the Health attribute "**Percentage Used**" reaches or exceeds a normalized value of one hundred (100) as indicated by the KSM.

The KSM is specified in the datasheet for the products and is available via Kingston's website at www.kingston.com/SSDmanager. For SATA SSDs, a new unused product will show a wear indicator value of one hundred (100), whereas a product that has reached its warranty limit will show a wear indicator value of one (1) For NVMe SSDs, a new unused product will show a **Percentage Used** value of 0, whereas a product that reaches its warranty limit will show a **Percentage Used** value of greater than or equal to one hundred (100).

Please refer to the following SSD Warranty table for product-specific warranty information:

5 Year Conditional Warranty Table (SATA SSD)

Drive Family	Part Number
DC500	SEDC500xxx
DC400	SEDC400S37xxx
DC450R	SEDC450Rxxx
KC400	SKC400S37xxx
KC600	SKC600xxx
M.2 SATA G2	SM2280S3G2xxx
UV500	SUV500xxx

5 Year Conditional Warranty Table (NVME SSD)

Drive Family	Part Number
A1000	SA1000M8xxx
DC1000B	SEDC1000BMBxxx
DCP1000*	SEDC1000Hxxx*
KC1000	SKC1000xxx
KC2000	SKC2000xxx
DC1000M	SEDC1000Mxxx
DC1500M	SEDC1500Mxxx



KC2500	SKC2500xxx
A2000	SA2000M8xxx
KC3000	SKC3000xxxx
Kingston Fury Renegade	SFYRxxxx

5 Year Conditional Warranty Table (Portable SSD)

Drive Family	Part Number
XS2000	SXS2000xxxx

* If the usage of one or more of the four (4) individual M.2 SSDs that make up the DCP1000 shows a **Percentage Used** value that reaches or exceeds a normalized value of 100, the product is no longer covered under warranty.

Three-Year Warranty:

The following Kingston products are covered by this warranty for a period of three years from the date of purchase by the original end user customer:

- DataTraveler 2000
- High Endurance microSD card (SDCE)
- Industrial microSD card (SDCIT2)
- DataTraveler microDuo3 G2(DTDU03G2), and those select SSDs as listed in the following table:

Three Year Warranty Table (SATA SSD)

HyperX Savage	SHSS37Axxx
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Three Year Conditional SSD Warranty:

The following Kingston products are covered by this warranty, based on which of the following events occurs first: (i) three years from the date of purchase by the original end user customer; (ii) when the usage of a SATA SSD as measured by Kingston's implementation of the SMART attribute 231, labeled as "SSD Wear Indicator", reaches a normalized value of one (1) as indicated by the Kingston SSD Manager ("KSM"); or (iii) when the usage of an NVME SSD as measured by Kingston's implementation of the Health attribute "**Percentage Used**" reaches or exceeds a normalized value of one hundred (100) as indicated by KSM.



The KSM is specified in the datasheet for the specific product and is available via Kingston's website at www.kingston.com/SSDmanager. For SATA SSDs, a new unused product will show a wear indicator value of one hundred (100), whereas a product that has reached its warranty limit will show a wear indicator value of one (1). For NVMe SSDs, a new unused product will show a **Percentage Used** value of 0, whereas a product that reaches its warranty limit will show a **Percentage Used** value of greater than or equal to one hundred (100).

Please refer to the following SSD Warranty Table for product-specific warranty information:

Three Year Warranty Table (SATA SSD)

Drive Family	Part Number
A400	SA400S37xxx
HyperX Fury RGB	SHFR200xxx
Q500	SQ500S37xxx
UV400	SUV400S37xxx
HyperX Savage EX0	SHSX100xxx

Three Year Conditional Warranty Table (NVMe SSD)

NV1	SNVSxxx
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Two-Year Warranty:

The following Kingston products are covered by this warranty for a period of two years from the date of purchase by the original end user customer:

- DataTraveler® Bolt Duo
- MobileLite® Wireless - Gen 3
- MobileLite® Wireless - Gen 2
- MobileLite® Reader
- microSD Reader
- Nucleum
- Workflow Station and Workflow Readers
- Products under the Kingston Customization Program. Kingston Customization Program products are limited to credit or refund during the two-year warranty period. In some instances, Kingston may, as its option, elect to replace defective products ordered through the Kingston Customization Program with functionally equivalent products.



One-Year Warranty:

The following Kingston products are covered by this warranty for a period of one year from the date of purchase by the original end user customer:

- MobileLite® Wireless - Gen 1
- DataTraveler® Accessory Kit
- Wi-Drive®
- TravelLite®
- SD/MMC Reader
- Bali microSDHC Class 10 UHS-1

In the event a product has been discontinued, Kingston, at its sole discretion, shall either repair the product, offer to replace it with a comparable product or provide a refund at the lesser of the purchase price or the product's current value.

Repaired or replacement products will continue to be covered by this limited warranty for the remainder of the original warranty term or ninety (90) days, whichever is longer.

This limited warranty applies only to the original end user customer and is subject to the terms and requirements described herein. This limited warranty is non-transferable. Products purchased as part of a kit require that the kit be returned in its entirety in order to be eligible for warranty.

Free Technical Support

If you experience difficulty during the installation or subsequent use of a Kingston product, you may contact Kingston's Technical Support department prior to servicing your system.

For support over the Internet, visit kingston.com/support.

Kingston also provides free English-language technical support to its customers worldwide.

United States and Canada:

Kingston Technical Support in the United States and Canada can be contacted directly by calling: +1 (714) 435-2639 or toll-free at: +1 (800) 435-0640.

