

# Warranty Information

## Warranty terms & conditions

Product component defects or damages resulted from defective production is covered under warranty. Defects or damages with the following conditions will be fixed or replaced under SilverStone Technology's jurisdiction.

Usage in accordance with instructions provided in this manual, with no misuse, overuse, or other inappropriate actions.

Damage not caused by natural disaster (thunder, fire, earthquake, flood, salt, wind, insect, animals, etc...)

Product is not disassembled, modified, or fixed. Components not disassembled or replaced.

Warranty mark/stickers are not removed or broken. Loss or damages resulted from conditions other than ones listed above are not covered under warranty.

Under warranty, SilverStone Technology's maximum liability is limited to the current market value for the product (depreciated value, excluding shipping, handling, and other fees). SilverStone Technology is not responsible for other damages or loss associated with the use of product.

Under warranty, SilverStone Technology is obligated to repair or replace its defective products. Under no circumstances will SilverStone Technology be liable for damages in connection with the sale, purchase, or use including but not limited to loss of data, loss of business, loss of profits, loss of use of the product or incidental or consequential damage whether or not foreseeable and whether or not based on breach of warranty, contract or negligence, even if SilverStone Technology has been advised of the possibility of such damages.

Warranty covers only the original purchaser through authorized SilverStone distributors and resellers and is not transferable to a second hand purchaser

You must provide sales receipt or invoice with clear indication of purchase date to determine warranty eligibility.

If a problem develops during the warranty period, please contact your retailer/reseller/SilverStone authorized distributors or SilverStone <http://www.silverstonetek.com>.

Please note that: (i) You must provide proof of original purchase of the product by a dated itemized receipt; (ii) You shall bear the cost of shipping (or otherwise transporting) the product to SilverStone authorized distributors. SilverStone authorized distributors will bear the cost of shipping (or otherwise transporting) the product back to you after completing the warranty service; (iii) Before you send the product, you must be issued a Return Merchandise Authorization ("RMA") number from SilverStone. Updated warranty information will be posted on SilverStone's official website. Please visit <http://www.silverstonetek.com> for the latest updates.

## Additional info & contacts

For North America ([usasupport@silverstonetek.com](mailto:usasupport@silverstonetek.com))

SilverStone Technology in North America may repair or replace defective product with refurbished product that is not new but has been functionally tested. Replacement product will be warranted for remainder of the warranty period or thirty days, whichever is longer. All power supplies should be sent back to the place of purchase if it is within 30 days of purchase, after 30 days, customers need to initiate RMA procedure with SilverStone Technology in USA by first downloading the "USA RMA form for end-users" form from the below link and follow its instructions. <http://silverstonetek.com/contactus.php>

For Australia only ([support@silverstonetek.com](mailto:support@silverstonetek.com))

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Please refer to above "Warranty terms & conditions" for further warranty details. SilverStone Technology Co., Ltd. 12F No. 168 Jiankang Rd., Zhonghe Dist., New Taipei City 235 Taiwan R.O.C. +886-2-8228-1238 (standard international call charges apply)

For Europe ([support.eu@silverstonetek.de](mailto:support.eu@silverstonetek.de))

For China ([support@silverstonetek.com.cn](mailto:support@silverstonetek.com.cn))

For all other regions ([support@silverstonetek.com](mailto:support@silverstonetek.com))

## **Warranty length**

For North America

All SilverStone retail products have from the date of purchase, a minimum of 1 year limited warranty (select products listed below have 3 or 5 year warranty)

Three year warranty :

FQ series fans

ST60F-P, ST60F-PS, ST75F-P, ST85F-P, ST1000-P, ST1500

ST55F-G, ST65F-G, ST75F-GS, ST85F-GS, ST1000-G, ST1500-GS

ST75F-G Evolution, ST85F-G Evolution, ST1000-G Evolution, ST1200-G Evolution

ST40NF, ST50NF, NJ520

ST30GF, ST42GF, ST46GF, ST50GF, ST55GF

ST30SF, ST45SF, ST45SF-G, SX500-LG, SX600-G

Five year warranty :

ZM1350

TD02, TD03

Other discontinued products:

Please contact your local SilverStone authorized dealer or distributors for more information.

Alternatively, please contact North America customer support. ([usasupport@silverstonetek.com](mailto:usasupport@silverstonetek.com))

For Australia/Singapore/Thailand

All SilverStone retail products have from the date of purchase, a minimum of 1 year limited warranty. For FQ/FW series fans and retail PSUs, the minimum warranty period is 3 years (select products listed below have 5 year warranty)

Five year warranty :

ZM1350

TD02, TD03, TD02-E, TD03-E

Other discontinued products:

Please contact your local SilverStone authorized dealer or distributors for more information.

Alternatively, please contact Australia customer support. ([support@silverstonetek.com](mailto:support@silverstonetek.com))

For Europe

All SilverStone retail products have from the date of purchase, a minimum of 2 year limited warranty. For FQ series fans and retail PSUs, the minimum warranty period is 3 years (select products listed below have 5 year warranty)

Five year warranty :

ZM1350

TD02, TD03

Other discontinued products:

Please contact your local SilverStone authorized dealer or distributors for more information.

Alternatively, please contact Europe customer support. ([support.eu@silverstonetek.de](mailto:support.eu@silverstonetek.de))

For all other regions

Please contact your local SilverStone authorized dealer or distributors for more information.

Alternatively, please contact customer support. ([support@silverstonetek.com](mailto:support@silverstonetek.com))

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.