



Support

WESTERN DIGITAL

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.

The Americas

Product	Product Designator	Component Drive ¹	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, FSYZ	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:

My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100, My Cloud EX2 Ultra (Populated)	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	3-year (populated)
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	2-year (diskless)
My Cloud, My Cloud Mirror, My Cloud Mirror (Gen 2), My Cloud EX2 Ultra (Diskless), My Cloud EX2, My Cloud EX4	WDBCTL, WDBZVM, WDBWVZ, WDBVBZ, WDBVKW, WDBWWD	N/A	2-year
WD Red Pro	FFSX, FFWX	5-year	5-year
WD Red 3.5-inch	EFRX, EFZX	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 Gold	KRYZ, FRYZ	5-year	5-year
WD Purple	PURX, PUZX	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 Black	FZWX	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, EALS	2-year	3-year
WD Blue	WDBAAV, WDBAAW, WDBAAX	N/A	3-year
WD Blue	WDBH2D, AZRZ, EZRZ	N/A	2-year
WD Blue SSHD	WD40E31X	3-year	3-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, JPVY, JPVX, LPVT, LPVX, TPVT, SPCX, LPCX, MPCK	2-year	3-year
WD Blue	WDBABA, WDBABB, WDBABC, WDBMYH	N/A	2-year
WD Blue SSHD	WD10J31X	3-year	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	3-year
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External Drives:

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, BDTB, WDBUTV	N/A	3-year
WD Elements SE, WD Elements, WD Elements Portable, WD Elements Desktop, My Book Essential, My Book Mac Edition, My Book Premium, My Book Premium ES, My Book Premium II	WDBUZG, WDBU6Y, WDBBJH, WDBWLG, 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, BLWE	N/A	2-year
My Passport Essential, My passport Essential SE, My Passport for Mac, My Passport Elite, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air, My Passport Ultra Metal, My Passport Ultra Premium	WDME, WDBACX, WDMEA, WDBAAC, WDBKKF, WDBGCH, BCGL, WDBJBH, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBTYH, WDBEZW, BGPU, BBKD, WDBJBS	N/A	3-year

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, My Passport Pro (Duo), My passport carrying case, My Passport Wireless, My Passport Wireless Pro	WDBY8L, WDBBEP, WDBACX, WDBKXH, WDBAAA, WDBACY, WDBABM, WDBAAB, WDBBXV, WDBL1D, WDBABS, WDBABW, WDBK6Z, WDBHEZ, WDBRNB, WDBABK, WDBDAF, WDBK8Z, WDBLJT, BSMT, BP2P	N/A	2-year
My Passport, My Passport for Mac	WDBBEX, WDBUAX, WDBYFT, WDBYFT, WDBYNN, WDBP6A, WDBTYW, WDBU4M	N/A	3-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, WD TV Media Player	WDAVN, WDBABF, WDBAAL, WDBAAN, WDBABX, WDBG3A, WDBABZ, WDBHG7, WDBMBA, WDBH2M, WDBYMN	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	3xxx	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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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.

[Contact Numbers in United States](#)

Warranty Support

1 (800) 275-4932

Support Hours

Monday - Thursday

8AM - 9PM CST

Friday - Sunday

8AM - 7PM CST

[Unavailable on holidays](#)

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.