

# Kingston Limited Warranty Statement

Complete information regarding Kingston's warranties is listed below. You can jump directly to the section that you want more quickly by selecting the topic that you need from the list below:

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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 which shows 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 unauthorised 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 USA 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 at 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
- High Endurance microSD card(SDCE)
- Bali microSDHC Class 10 UHS-1
- Flash adapters

### 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.

### 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, labelled as “SSD Wear Indicator”, reaches a normalised 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 normalised 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](http://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
A2000	SA2000M8xxx
DC1000B	SEDC1000BMBxxx
DCP1000*	SEDC1000Hxxx*
KC1000	SKC1000xxx
KC2000	SKC2000xxx
DC1000M	SEDC1000Mxxx
DC1500M	SEDC1500Mxxx
KC2500	SKC2500xxx

\* 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 normalised 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)
- DataTraveler microDuo3 G2(DTDUO3G2), 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, labelled as “SSD Wear Indicator”, reaches a normalised 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 normalised 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](http://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 Conditional Warranty Table (SATA SSD)

Drive Family	Part Number
A400	SA400S37xxx
HyperX Fury RGB	SHFR200xxx
Q500	SQ500S37xxx
UV300	SUV300S37Axxx
UV400	SUV400S37xxx
HyperX Savage EXO	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
- Products under the Kingston Customisation Programme. Kingston Customisation Programme products are limited to credit or refund during the two-year warranty period. In some instances, Kingston may, at its option, elect to replace defective products ordered through the Kingston Customisation Programme 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

If 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.

\*\*Product lifetime is defined as the normal time expectancy for the use of products in the industry. However, 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.

## 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](http://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 freephone at: +1 (800) 435-0640.

## Europe, Middle East and Africa:

Kingston Technical Support in Europe, the Middle East and Africa (with the exception of countries listed elsewhere) can be contacted by calling +44 (0) 1932 738888; or for national-rate telephone numbers, visit [www.kingston.com/en/company/contacts](http://www.kingston.com/en/company/contacts).

## Asia:

For technical support with a contact number in Asia, please visit the web pages below: For Kingston products, visit <https://www.kingston.com/en/support>

## Russia, Belarus:

Contact Kingston Technical Support in Russia: [ru\\_support@kingston.com](mailto:ru_support@kingston.com) or freephone number for the Russian Federation, 8 (800) 700-1350.

## Ukraine:

Contact Kingston Technical Support in Ukraine: [ua\\_support@kingston.com](mailto:ua_support@kingston.com)

## Countries of Central Asia and the Caucasus, Moldova:

Contact technical support Kingston for CIS countries: [cis\\_support@kingston.com](mailto:cis_support@kingston.com)

## Warranty Claim Procedures and Requirements

To obtain warranty service, you may return a defective product to your original point of purchase, or the authorised Kingston dealer or distributor from which you purchased the

Kingston product. Please confirm the terms of its return policies prior to returning the product. Typically, you must include product identification information, including the model number and serial number (if applicable) with a detailed description of the problem that you are experiencing. You will be required to provide proof of purchase. All returned parts or products, if replaced or refunded, will become Kingston's property upon receipt. Repaired or replacement product will be shipped at Kingston's expense. To the extent permitted by applicable laws, products not imported or sold through authorised Kingston dealers or distributors are not covered by this warranty, and Kingston may elect to repair or replace your product for a fee. This is to ensure certification of quality. Please contact the dealer from which you have purchased such products for available warranty.

## United States:

**In the United States**, you may return the product directly to the Kingston service centre after first obtaining a Return Material Authorisation ("RMA") number from Kingston. An RMA number is obtained by visiting [kingston.com/us/support](http://kingston.com/us/support) or by calling Kingston Customer Service on +1 (714) 438-1810 or +1 (800) 337-3719. For ValueRAM memory product returns, please contact Technical Support on +1 (800) 435-0640 for RMA service and support.

Once you have obtained an RMA number from Kingston, you must, within thirty (30) days, send the product to Kingston Technology Company, Inc., Customer Service, 17665-A Newhope Street, Fountain Valley, CA 92708 USA. You are responsible for the cost of insuring and shipping your returned products. Products shipped to the service centre must be properly packaged to prevent damage in transit. The Kingston RMA number must be prominently displayed on the outside of the package. If you send your product to the service centre without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened.

## Europe, Middle East and Africa:

**In Europe, the Middle East and Africa**, if you are unable to return the product to your original point of purchase or to the authorised Kingston dealer or distributor from which you purchased the product, you may return the product directly to the Kingston service centre after first obtaining a Return Material Authorisation ("RMA") number from Kingston. An RMA number is obtained by visiting [kingston.com/en/support](http://kingston.com/en/support). In some circumstances, we may require proof of purchase.

Once you have obtained an RMA number from Kingston, you must, within thirty (30) days, send the product to Kingston Technology Europe Co LLP, Kingston Court, Brooklands Close, Sunbury on Thames, Middlesex, TW16 7EP, UK. You are responsible for the cost of insuring and shipping the product(s). The product(s) must be properly packaged to prevent damage in transit. The Kingston RMA number must be prominently displayed on the outside of the package. If you fail to display the RMA number, the package will be returned to you unopened.

## Asia:

**In Asia**, please refer to the region which applies to you. In Taiwan, you can either return a defective product to our local distributor or service centre, or complete an online application procedure. Go to <https://www.kingston.com/tw/support/tw-rma-apply> to proceed. In China, you can apply for an RMA through either an authorised distributor or an authorised service centre. For a list of service centres in China, please visit <https://www.kingston.com/cn/support/china/center>.

Once you have obtained an RMA number from Kingston, you must, within three (3) days, send the product to Kingston Technology Far East Corp. 4F., No. 8, Kedung 3rd Road, Chunan, Miaoli, Taiwan 35053, ROC. You are responsible for the cost of insuring and shipping the product. Products shipped to the service centre must be properly packaged to prevent damage in transit. The Kingston RMA number must be prominently displayed on the outside of the package. If you send your product to the service centre without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened.

In all other Asian countries, please contact your local distributor or dealer to arrange a Return Material Authorisation (“RMA”).

## DISCLAIMERS

**TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE FOREGOING IS THE COMPLETE WARRANTY FOR KINGSTON PRODUCTS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO KINGSTON PRODUCTS AND KINGSTON EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, ARE LIMITED TO THE PERIODS OF TIME SET FORTH ABOVE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

**KINGSTON PRODUCTS ARE NOT AUTHORISED FOR USE AS CRITICAL COMPONENTS IN LIFE SUPPORT EQUIPMENT OR FOR APPLICATIONS IN WHICH THE FAILURE OR MALFUNCTION OF THE PRODUCTS WOULD CREATE A SITUATION IN WHICH PERSONAL INJURY OR DEATH IS LIKELY TO OCCUR. KINGSTON SHALL NOT BE LIABLE FOR THE DEATH OF ANY PERSON OR ANY LOSS, INJURY OR DAMAGE TO PERSONS OR PROPERTY BY USE OF**



**PRODUCTS USED IN APPLICATIONS INCLUDING, BUT NOT LIMITED TO, MILITARY OR MILITARY-RELATED EQUIPMENT, TRAFFIC CONTROL EQUIPMENT, DISASTER PREVENTION SYSTEMS AND MEDICAL OR MEDICAL-RELATED EQUIPMENT.**

**KINGSTON'S TOTAL LIABILITY UNDER THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, IS LIMITED TO REPAIR, REPLACEMENT OR REFUND. REPAIR, REPLACEMENT OR REFUND ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, KINGSTON SHALL NOT BE LIABLE TO THE PURCHASER OR END USER CUSTOMER OF A KINGSTON PRODUCT FOR ANY DAMAGES, EXPENSES, LOST DATA, LOST REVENUES, LOST SAVINGS, LOST PROFITS, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THE KINGSTON PRODUCT, EVEN IF KINGSTON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

**THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.**

**WITH REGARDS TO CITIZENS OF THE UK OR COUNTRIES THAT ARE MEMBERS OF THE EUROPEAN UNION, IF THIS PRODUCT IS PURCHASED BY A CONSUMER AND NOT IN THE COURSE OF A BUSINESS, THIS WARRANTY IS IN ADDITION TO YOUR LEGAL RIGHTS IN RELATION TO PRODUCTS WHICH ARE DEFECTIVE. ADVICE ABOUT YOUR LEGAL RIGHTS IS AVAILABLE FROM YOUR LOCAL CONSUMER ADVICE CENTRE. THIS DISCLAIMER DOES NOT PURPORT TO LIMIT OR EXCLUDE KINGSTON'S LIABILITY FOR DEATH OR INJURY CAUSED BY ITS NEGLIGENCE OR FOR FRAUDULENT MISREPRESENTATION.**

This warranty is being provided by:

Kingston Technology Company, Inc.  
17600 Newhope Street  
Fountain Valley, CA 92708  
USA

## **Embedded and DRAM Component Products**

For additional product specific warranty information, please see the warranty statements for [Embedded](#), [DRAM](#) and [Design-in SSD](#) components.

**Australian Consumers:**

Please see Kingston's Limited Warranty Statement for warranty information for [Australia](#).

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