



Synology RackStation RC18015xs+
Expansion Unit RXD1215sas

Quick Installation Guide

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Appendix A: Specifications

Appendix B: LED Indicator Table

Before You Start




Thank you for purchasing Synology RackStation RC18015xs+ / RXD1215sas expansion unit! Before setting up your new RackStation/expansion unit, please check the package contents to verify that you have received the items below.* Also, make sure to read the safety instructions carefully to avoid harming yourself or damaging your Synology products. In the chapters below, we'll provide instructions to set up and start using the RackStation and expansion units.

* Synology RackStation **RC18015xs+** and **RXD1215sas** expansion unit are sold separately.







Note: RC18015xs+ is designed to work as a high-availability (HA) cluster. **Two** RC18015xs+ and **at least one** RXD1215sas expansion unit will be required to configure and set up the whole system and make it operate normally.

Package Contents

RC18015xs+

Main unit x 1	AC power cord x 2
	
	<p data-bbox="660 1145 942 1169">Quick Installation Guide x 1</p> 

RXD1215sas

Expansion unit x 1		AC power cord x 2
		
		Quick Installation Guide x 1
		
Screws for 3.5" drives x 52	Screws for 2.5" drives x 52	Mini-SAS cable x 2
		

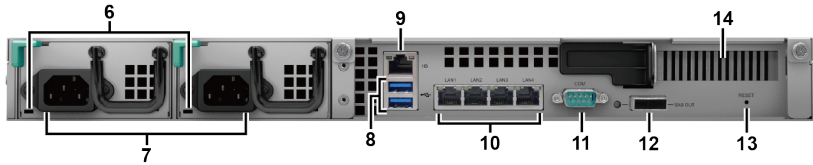
At a Glance

RC18015xs+

Front



Back



No.	Article Name	Location	Description
1	Power Button and Indicator	Front	<ol style="list-style-type: none"> 1. Press to power on the RackStation. 2. To power off the RackStation, press and hold until you hear a beep sound and the Power LED starts blinking. <p>For more information, please see Appendix B: LED Indicator Table for RC18015xs+ on page 35.</p>
2	STATUS Indicator		Displays the status of the system. For more information, please see Appendix B: LED Indicator Table for RC18015xs+ on page 35.
3	ALERT Indicator		Displays warnings regarding fan or temperature status. For more information, please see Appendix B: LED Indicator Table for RC18015xs+ on page 35.
4	HA Indicator		Displays the status of the high-availability (HA) cluster. For more information, please see Appendix B: LED Indicator Table for RC18015xs+ on page 35.
5	Beep Off Button		Press to deactivate the beeping sound that is emitted when a malfunction occurs.
6	PSU Indicator	Back	Displays the status of the power supply unit (PSU). For more information, please see Appendix B: LED Indicator Table for RC18015xs+ on page 35.
7	Power Port		Connect power cords here.

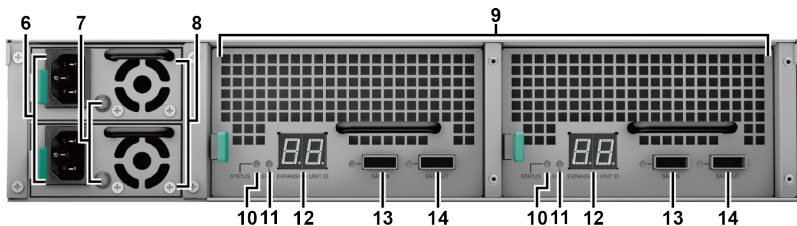
No.	Article Name	Location	Description
8	USB 3.0 Port	Back	Connect external drives to the RackStation here. Note: Devices other than storage are not supported. USB external drives can only be used on the RackStation serving as active server. For more information, please refer to DiskStation Manager (DSM) Help > High Availability Manager .
9	Heartbeat LAN Port		Connect to the other RackStation RC18015xs+ with an RJ-45 cord here to establish the HA cluster.
10	LAN Port		Connect network cables here.
11	Console Port		This port is used for manufacturing use only.
12	SAS-OUT Port		Connect to the SAS-IN port of expansion unit with a mini-SAS cable here.
13	RESET Button		<ol style="list-style-type: none"> Press and hold until you hear a beep sound to restore the default IP address, DNS server, and password for the admin account. Press and hold until you hear a beep sound, then press and hold again until you hear three beep sounds to return the RackStation to Not Installed status so that DSM can be reinstalled.
14	PCI Express Expansion Slot		Supports a PCIe x8 add-on network interface card. For more information, please refer to Chapter 4: Attach a Network Interface Card to the RackStation on page 19.

RXD1215sas

Front






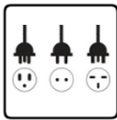
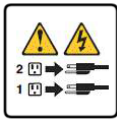



Back



No.	Article Name	Location	Description
1	Power Button and Indicator	Front	Press to manually power on the expansion unit. Note: When the expansion unit is working within a HA cluster, you cannot force a shutdown of it by pressing and holding its power button.
2	ALERT Indicator		Displays warnings regarding fan or temperature status. For more information, please see Appendix B: LED Indicator Table for RXD1215sas on page 36.
3	Beep Off Button		Press to deactivate the beeping sound that is emitted when a malfunction occurs.
4	Drive Status Indicators		Displays the status of drives. For more information, please see Appendix B: LED Indicator Table for RXD1215sas on page 36.
5	Drive Tray		Install drives (hard disk drives or solid state drives) here.
6	Power Port	Back	Connect power cords here.
7	PSU Indicator		Displays the status of the PSU. For more information, please see Appendix B: LED Indicator Table for RXD1215sas on page 36.
8	PSU Fan		Disposes of excess heat and cools the power supply unit (PSU).
9	SAS Modules		Each module is to be connected to a RackStation or the SAS module at the same side of another expansion unit.
10	STATUS Indicator		Displays the status of the module. For more information, please see Appendix B: LED Indicator Table for RXD1215sas on page 36.
11	ALERT Indicator		Displays warnings regarding fan status of the module. For more information, please see Appendix B: LED Indicator Table for RXD1215sas on page 36.
12	Expansion Unit ID Indicator		Indicates the ID number of the expansion unit.
13	SAS-IN Port		Connects to the SAS-OUT port of a RackStation or another expansion unit.
14	SAS-OUT Port	Connects to the SAS-IN port of another expansion unit.	

Safety Instructions

	Keep away from direct sunlight and away from chemicals. Make sure the environment does not experience abrupt changes in temperature or humidity.
	Place the product right side up at all times.
	Do not place near any liquids.
	Before cleaning, unplug the power cord. Wipe with damp paper towels. Do not use chemical or aerosol cleaners.
	To prevent the unit from falling over, do not place on carts or any unstable surfaces.
	The power cord must plug in to the correct supply voltage. Make sure that the supplied AC voltage is correct and stable.
	To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.
	Risk of explosion if battery is replaced with an incorrect type. Dispose of used batteries appropriately.

Hardware Setup

Tools and Parts for Drive Installation

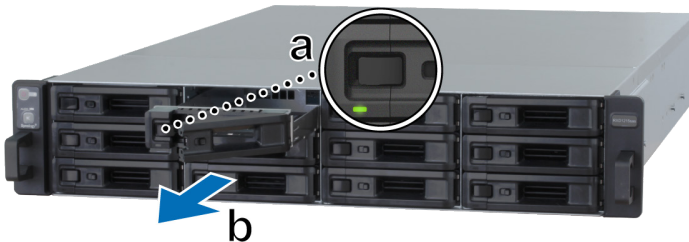
- A screwdriver
- At least **three** 3.5" or 2.5" SAS drives (please visit www.synology.com for compatible drive models.)

Warning:

1. If you install a drive that contains data, the system will format the drive and erase all data. If you still need the data, please back it up before installation.
2. SATA drives are not supported in RXD1215sas.

Install Drives in Synology RXD1215sas

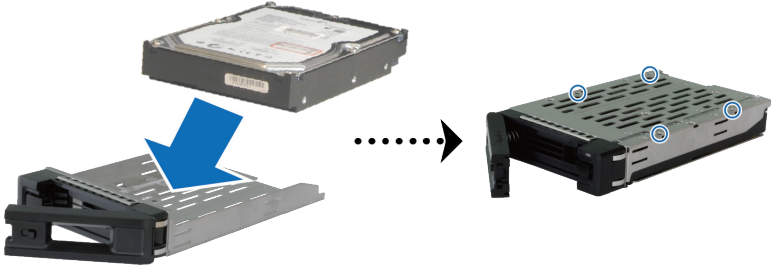
- 1 Open the drive tray.



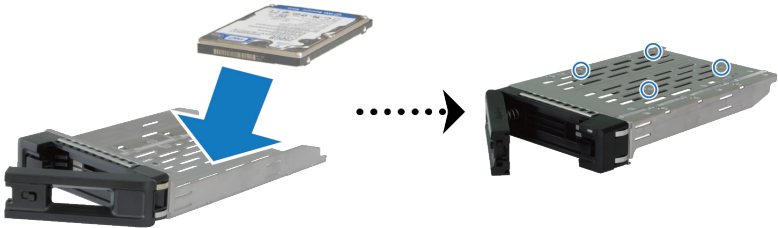
- a Find the small button located on the left side of the drive tray handle. Press the button down, and the drive tray handle will pop out.
- b Pull the drive tray handle out as illustrated above.

2 Install drives:

- **For 3.5" drives:** Place the drive in the drive tray. Turn the tray upside down and tighten screws into the four spots indicated below to secure the drive.



- **For 2.5" drives:** Place the drive in the drive tray. Turn the tray upside down and tighten screws into the four spots indicated below to secure the drive.



3 Insert the loaded drive tray into the empty drive bay.



Note:

1. Make sure the tray is pushed in all the way. Otherwise, the drive might not be able to function properly.
2. The HA cluster with RackStation RC18015xs+ requires at least **three** drives in the expansion unit(s) to operate normally.

- 4 Push the handle inward to secure the drive tray.
- 5 Push the switch on the drive tray handle to the left to lock the drive tray.



- 6 Repeat the steps above to assemble the other drives you have prepared.
- 7 Drives are numbered as shown below.



Note: If you want to create a RAID volume, we recommend all installed drives be the same size in order to optimize drive capacity usage.

Connect with Synology RC18015xs+

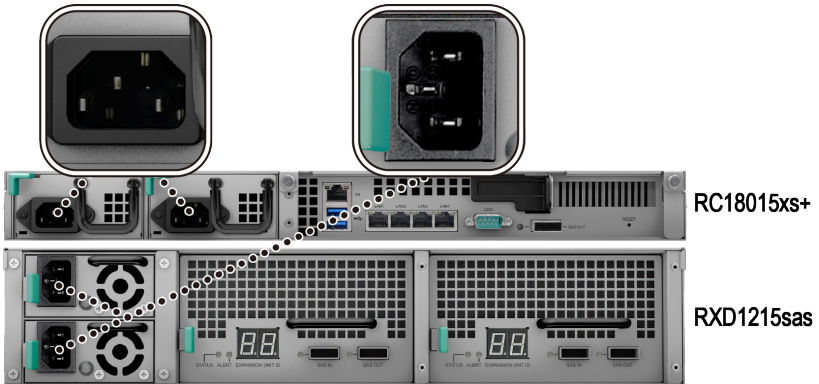
- 1 Use at least one LAN cable to connect each RackStation unit to your switch, router or hub.

Note: Both RackStation units of the HA cluster must be connected to the network in the identical way. For example, if you connect two LAN cables to the ports of LAN 1 and LAN 3 on a RackStation, you have to connect two LAN cables to the ports of LAN 1 and LAN 3 on the other RackStation to the network too.

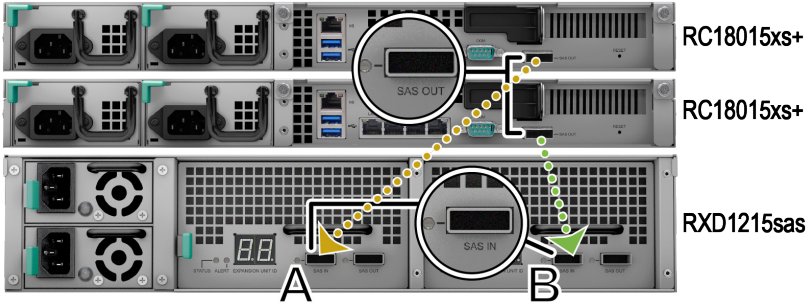
- 2 Connect one end of a LAN cable to the Heartbeat LAN port of a RackStation, and the other to the Heartbeat LAN port of the other RackStation.



- 3 Connect one end of the power cords to the power ports of each RackStation and expansion unit respectively, and the other to the power outlets.



4 Connect the expansion unit to both RackStation units with mini-SAS cables.



- a Connect one end of mini-SAS cable to the SAS-OUT port on a RackStation, and the other end to the SAS-IN port on **SAS module A** of the expansion unit.
- b Connect one end of mini-SAS cable to the SAS-OUT port on the other RackStation, and the other end to the SAS-IN port on **SAS module B** of the expansion unit.

Note: To add more expansion units, please refer to **Add More Expansion Units to the HA Cluster** on page 27.

5 Power on the RackStation.



Note:

1. Once you power on the RackStation units, your expansion unit(s) will automatically power on one by one if they are correctly connected.
2. We recommend to power on both the RackStation units before proceeding with DSM installation and HA cluster configuration. If you power on only one RackStation to install DSM, you will still need to manually power on the other RackStation after the installation so as to continue the HA cluster configuration.

Install DSM on RackStation

After hardware setup is finished, please install DiskStation Manager (DSM) – Synology’s browser-based operating system – on your RackStation.

Install DSM with Web Assistant

Your RackStation comes with a built-in tool called **Web Assistant** that helps you download the latest version of DSM from the Internet and install it on your RackStation. To use Web Assistant, please follow the steps below.

- 1 Power on the RackStation.

Note: If you set up two RackStation units to create a HA cluster, we highly recommend to power on both the RackStation before proceeding with the DSM installation.

- 2 Open a web browser on a computer connected to the same network as the RackStation unit(s).
- 3 Enter either of the following into the address bar of your browser:
 - a find.synology.com
 - b rackstation:5000
- 4 Web Assistant will be launched in your web browser. It will search for and find the RackStation within the local area network. The status of the RackStation should be **Not Installed**.
- 5 Select either of the RackStation units, and click **Set up** to start the setup process and follow the onscreen instructions. This RackStation will serve as active server after installation.

Note:

1. If you are informed that the installation has started on the other server, simply follow the onscreen instruction to proceed with the setup process.
2. The RackStation must be connected to the Internet to install DSM with Web Assistant.
3. Suggested browsers: Chrome, Firefox.
4. Both the RackStation units and the computer must be in the same local area network.

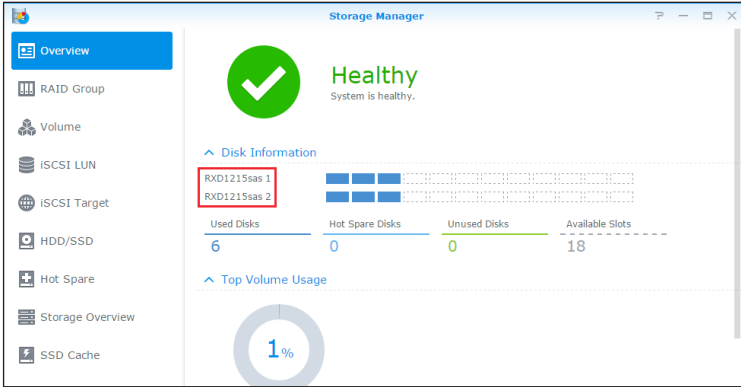
- 6 If you accidentally leave the installation process before it is finished, go to find.synology.com again to find the RC18015xs+ model with the status of **Ready**, and login to the DSM as **admin** (default administrative account name) with the password left blank.

Note:

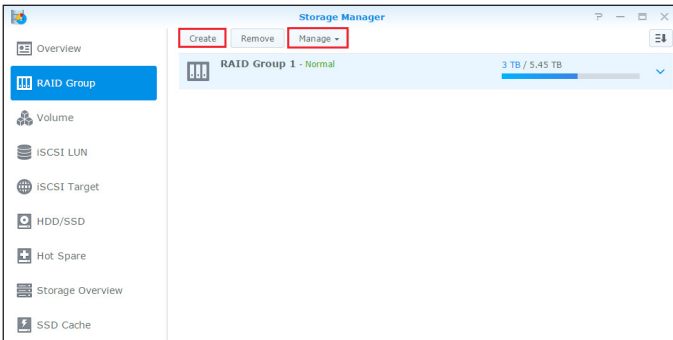
1. The system will guide you through the installation of DSM and the creation of HA cluster.
2. Once the installation is finished, we highly recommend to set a static IP for your RackStation units in **DSM > Control Panel > Network > Network Interface** to ensure normal operations of switchover or failover features.
3. To monitor the HA cluster's status or configure its settings, please go to **DSM > High Availability Manager**. For more information, please refer to **DSM Help**.

Confirm Connection and Manage Storage Spaces

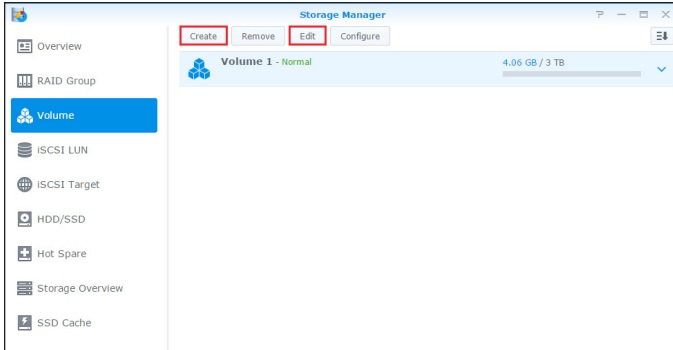
- 1 Login to the DiskStation Manager (DSM) of the RackStation unit.
- 2 Go to **Main Menu > Storage Manager > Overview** to confirm the expansion unit(s) are successfully connected.



- 3 Go to **RAID Group** on the left panel to manage storage space creation or expansion.
 - If you want to create a new RAID group, click **Create** and follow the wizard to complete the creation.
 - If you want to expand an existing RAID group, select the RAID group you want to expand from the group list, click **Manage > Add Disk** and follow the wizard to complete the expansion.



- 4 Once the RAID group is ready, go to **Volume** on the left panel to manage the volumes.
- If you want to create a new volume on the expansion, click **Create** and follow the instructions of the wizard.
 - If you want to expand an existing volume, select the volume you want to expand from the volume list, click **Edit**, and follow the instructions of the wizard.



- 5 For more information about volume management, please see **DSM Help > Storage Manager**.

Limitations: Before using this expansion unit, please see the limitations below.

1. This expansion unit can be used in only one HA cluster with up to two Synology RackStation RC18015xs+ units at a time.
2. Both the RackStation units must share the same expansion units. It will not work if a RackStation is connected to certain expansion units while the other RackStation unit is connected to other expansion units.

Learn More

Congratulations! Your HA cluster with RackStation **RC18015xs+** and **RXD1215sas** expansion unit(s) is set up now. For more information or online resources, please visit www.synology.com.

Maintenance and Expansion

RC18015xs+

Note: Before powering off and disconnecting the RackStation serving as the active server, please manually perform a switchover in DSM to minimize the service downtime. For detailed information, please refer to **DSM Help > High Availability Manager**.

Attach a Network Interface Card to the RackStation

RackStation RC18015xs+ supports a PCIe x8 add-on network interface card. Please see the instructions below to open the RackStation and attach a network interface card.

Note:

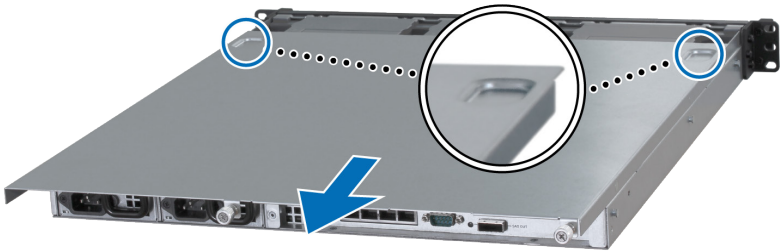
1. Once you attach a network interface card to either of your RackStation units in a HA cluster (if created), you must attach another network interface card of the identical model to the other RackStation.
2. For compatible network interface card models, please visit www.synology.com.

- 1 Shut down your RackStation. Disconnect all cables connected to your RackStation to prevent any possible damage.

- 2 Open the RackStation by removing the top cover.
 - a Loosen the two screws on the back of the model holding the top cover of the chassis by turning them counterclockwise.



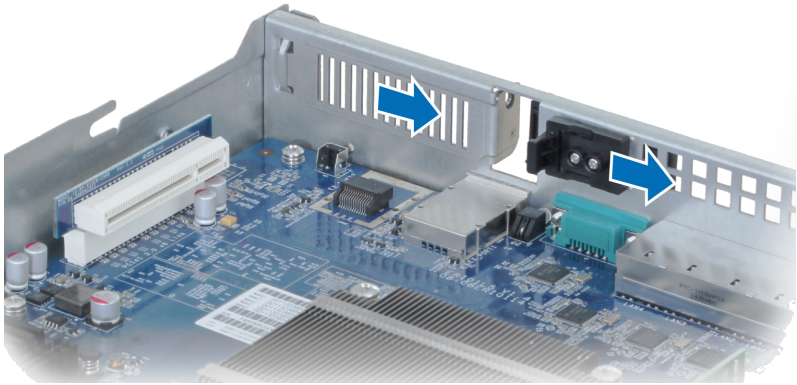
- b Remove the top cover by firmly grasping the thumb grooves and pulling in the direction indicated below, and put the top cover aside.



Note: When you remove the top cover, you expose sensitive internal components. Avoid touching anything other than the items indicated in the following steps.

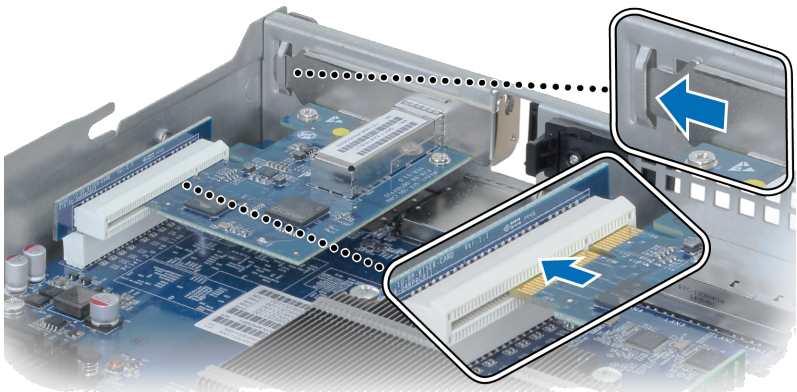
3 Install the network interface card.

- a** Pull the tab on the port access bracket to the right so as to remove the port access cover.

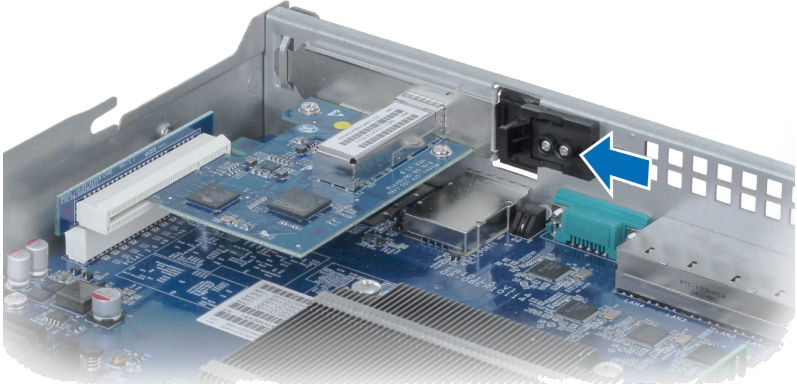


- b** Align the card's connector and bracket with the slots.

- c** Insert the card into the slot.



- d Push back the tab to secure the newly inserted card.



Note: Make sure the connector is fully inserted. Otherwise, the network interface card might not be able to function properly.

- 4 Put back the top cover you lifted in step 2.
 - a Align the round dots at the side of top cover with the slots on the chassis' edge, and push the top cover back in position.



- b Fasten the two screws you loosened in step 2-a.

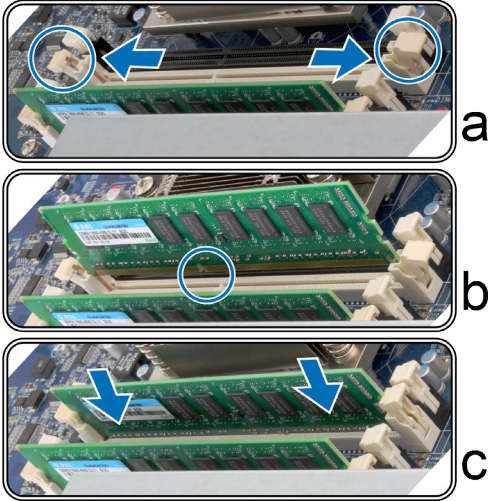
Add a RAM Module to the RackStation

The optional Synology RAM module is designed for RackStation memory expansion. Follow the steps below to install, check, or remove a RAM module on your RackStation.

To install the RAM module:

Note: Once you add a RAM module to either of your RackStation units in a HA cluster (if created), you must add another RAM module of the identical model to the other RackStation.

- 1 Shut down your RackStation. Disconnect all cables connected to your RackStation to prevent any possible damage.
- 2 Open the RackStation by following step 2 of **Attach a Network Interface Card to the RackStation**.
- 3 Insert the new memory module in the slot:



- a Push the retaining clips on the slot out to the sides.
- b Align the notch on the gold edge of the module with the notch in the memory slot.
- c Push down on the memory module with firm and even pressure. The retaining clips will snap into position as the module is correctly inserted.

Note: Hold the memory module by its edges, and do not touch the gold connectors.

- 4 Put back the top cover by following step 4 of **Attach a Network Interface Card to the RackStation**.

To make sure RackStation recognizes the new memory capacity:

- 1 Log in to DSM as **admin** or a user belonging to the administrators group.
- 2 Check **Total Physical Memory** in **Control Panel > Info Center**.

If your RackStation does not recognize the memory or does not start up successfully, confirm that the memory is installed correctly.

To remove the RAM module:

Note: Once you remove a RAM module from either of your RackStation units in a HA cluster (if created), you must remove the corresponding RAM module from the other RackStation.

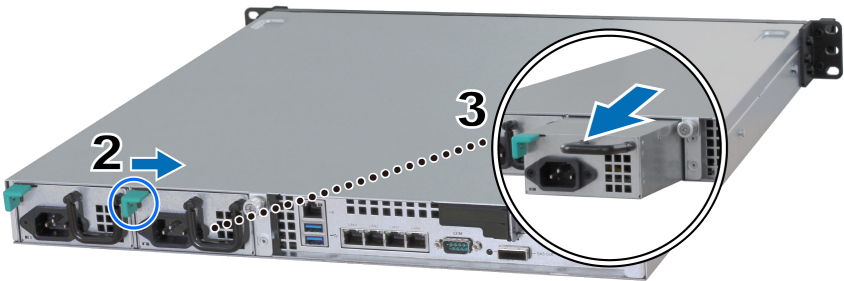
- 1 Follow step 1 and 2 of the “To install the RAM module” section to shut down your RackStation, disconnect the cables, and then remove the top cover.
- 2 Disengage the memory retaining clips by pushing them outwards, and the module will pop out of the slot.
- 3 Follow step 4 of the “To install the RAM module” section to put back the top cover.

Replace Malfunctioning PSU

If a power supply unit (PSU) malfunctions, please see the instructions below to replace the PSU.

- 1 Unplug the power cord from the PSU to be replaced.

Note: By pressing the **Beep Off** button, you can silence the long beeping sound when you hear it.

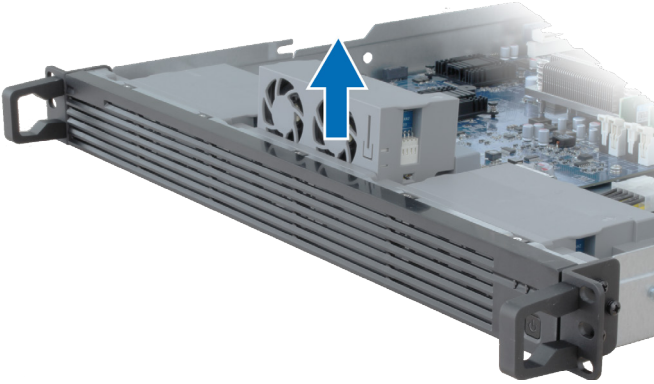


- 2 Push the lever of the PSU at the back panel in the indicated direction.
- 3 Pull out the PSU from the RackStation.
- 4 Prepare a new PSU, and push it back to the slot until you hear a click.

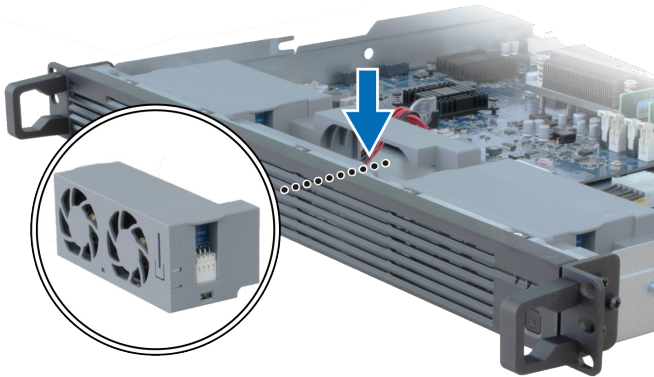
Replace Malfunctioning Fan Module

If a fan module malfunctions, please see the instructions below to open the RackStation and replace the malfunctioning fan module.

- 1 Shut down your RackStation. Disconnect all cables connected to your RackStation to prevent any possible damage.
- 2 Open the RackStation by following step 2 of **Attach a Network Interface Card to the RackStation**.
- 3 Remove the malfunctioning fan module by pulling it up from the RackStation.



- 4 Prepare a new fan module and insert it into the empty slot using the orientation illustrated below.



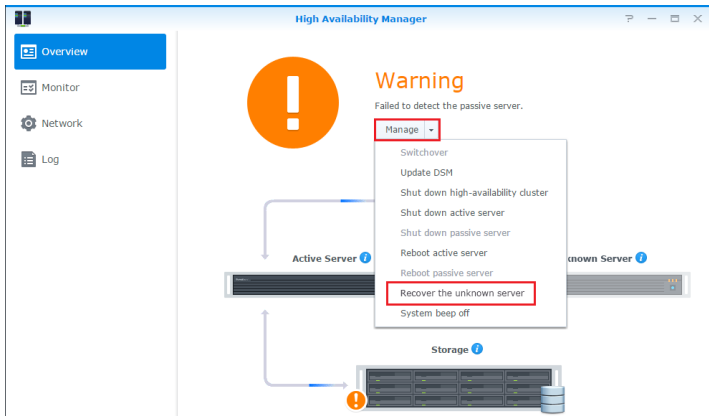
- 5 Put back the top cover by following step 4 of **Attach a Network Interface Card to the RackStation**.

Replace Malfunctioning RackStation

If a RackStation malfunctions, please see the instructions below to replace the malfunctioning RackStation.

Note: If the malfunctioning RackStation serves as active server, and the service has not been switched over to the other RackStation unit, please perform the switchover on **DSM > High Availability Manager**.

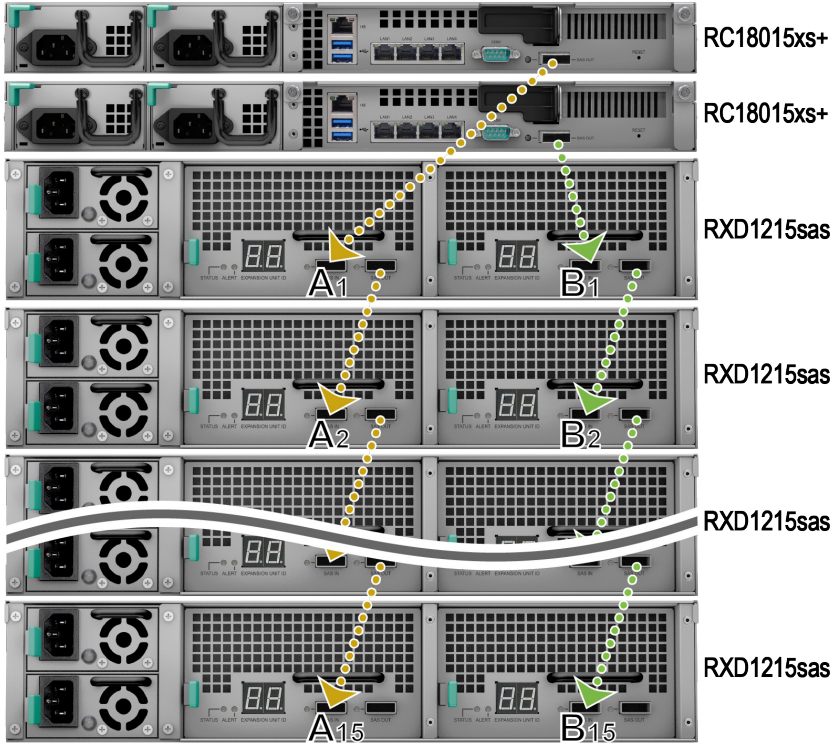
- 1 Make sure the malfunctioning RackStation has been powered off. Disconnect all cables from the malfunctioning RackStation. Put the disconnected RackStation aside.
- 2 Prepare a new RackStation, and follow the instructions of **Chapter 2: Connect with Synology RC18015xs+** on page 12 so as to connect the new RackStation to the other RackStation and expansion unit.
- 3 Power on the newly connected RackStation.
- 4 Go to **DSM > High Availability Manager**. On the **Overview** tab, the newly connected RackStation will be shown as **Unknown Server**.
- 5 Click **Manage > Recover the unknown server**, and the new RackStation will reboot and join the HA cluster, serving as passive server.



RXD1215sas

Add More Expansion Units to the HA Cluster

The HA cluster with RackStation RC18015xs+ supports working with up to fifteen RXD1215sas expansion units. Follow the instructions below to add more expansion units to the HA cluster.



- 1 Connect one end of mini-SAS cable to the SAS-OUT port on **SAS module A** of an expansion unit (e.g., module A1), and the other end to the SAS-IN port on **SAS module A** of the next expansion unit (e.g., module A2).
- 2 Connect one end of mini-SAS cable to the SAS-OUT port on **SAS module B** of an expansion unit (e.g., module B1), and the other end to the SAS-IN port on **SAS module B** of the next expansion unit (e.g., module B2).
- 3 Repeat step 1 and 2 to add another expansion unit to the HA cluster.

Note:

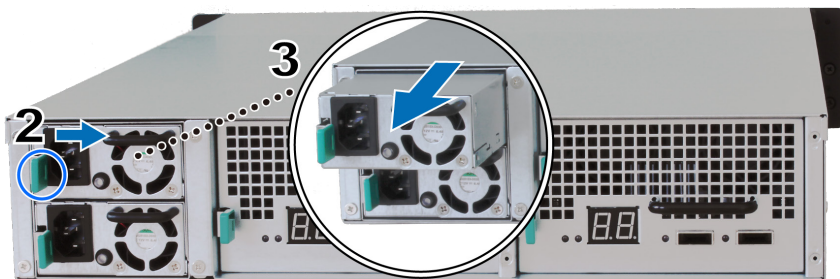
1. The expansion units must be connected serially with the modules on corresponding sides for each RackStation unit.
2. Both the RackStation units must be connected to their shared expansion units in the same order. For example, if you connect a RackStation unit to the expansion units in the order of “A1, A2, A3 ...” as in the sample image above, you cannot connect the other RackStation unit to the expansion units in the order of “B1, B3, B2 ...”.

Replace Malfunctioning PSU

If a PSU or its fan malfunctions, please see the instructions below to replace the malfunctioning PSU.

- 1 Unplug the power cord from the PSU to be replaced.

Note: By pressing the **Beep Off** button, you can silence the long beeping sound when you hear it.



- 2 Push the lever of the PSU at the back panel in the indicated direction.
- 3 Pull out the PSU from the expansion unit.
- 4 Prepare a new PSU, and push it back to the slot until you hear a click.

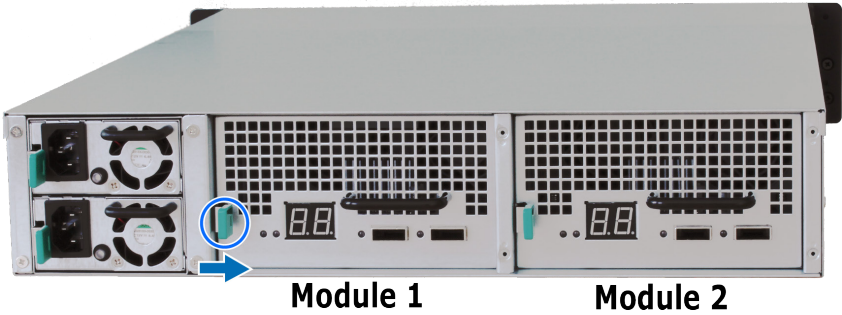
Replace Malfunctioning SAS Module / Fan

If a SAS module or its fan malfunctions, please see the instructions below to pull out the expansion unit SAS module and replace the module or the malfunctioning fan.

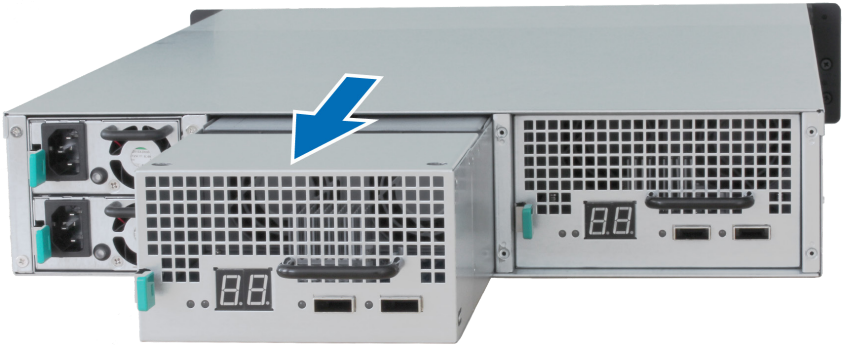
- 1 Unplug the mini-SAS cables from the SAS module on which the malfunctioning fan is to be replaced.

Note: If the SAS module is serially connected to the RackStation serving as the active server, please manually perform a switchover in DSM before disconnecting SAS cables from the SAS module. For detailed information, please refer to **DSM Help > High Availability Manager**.

- 2 Push the lever of the SAS module at the back panel in the indicated direction. The SAS modules are numbered as shown below.



- 3 Pull out the SAS module from the expansion unit.



To replace the malfunctioning SAS module:

Prepare a new SAS module, and push it back to the slot until you hear a click.

To replace the SAS module's malfunctioning fan:

- 1 Remove the malfunctioning fan by pulling it up from the SAS module. The fans are numbered as shown below.



- 2 Prepare a new fan, align the arrow to point at the back panel as illustrated below, and insert it into the empty slot.



- 3 Push the SAS module back to the slot until you hear a click.

Specifications

Item	RC18015xs+
Internal Drive	N/A
Maximum Raw Capacity	1440TB (180 x 8TB HDD) with RXD1215sas (expansion unit) x 15
External Port	<ul style="list-style-type: none"> • USB 3.0 x 2 • SAS-OUT x 1
LAN Port	Gigabit x 5 (including 1 for Heartbeat connection)
PCIe Slot	PCIe x8 add-on network interface card x 1 (optional)
Size (H x W x D) (mm)	44 x 430 x 480
Weight (kg)	7.3
System Fan	Dual fan (40 x 40 x 28mm) module x 3
Supported Client	<ul style="list-style-type: none"> • Windows XP onward • Mac OS X 10.5 onward • Ubuntu 9.04 onward
File System	<ul style="list-style-type: none"> • Internal: Btrfs, ext4 • External: Btrfs, ext4, ext3, FAT, NTFS, HFS+
Supported RAID Type	<ul style="list-style-type: none"> • Basic • JBOD • RAID 0 • RAID 1 • RAID 5 • RAID 6 • RAID 10
Agency Certification	• FCC Class A • CE Class A • BSMI Class A
Scheduled Power On/Off	Yes
Wake on LAN	Yes
Language Localization	<ul style="list-style-type: none"> • English • Deutsch • Français • Italiano • Español • Dansk • Norsk • Svensk • Nederlands • Русский • Polski • Magyar • Português do Brasil • Português Europeu • Türkçe • Český • 日本語 • 한국어 • 繁體中文 • 简体中文
Environment Requirement	<ul style="list-style-type: none"> • Line voltage: 100V to 240V AC • Frequency: 50/60Hz • Operating Temperature: 40 to 95°F (5 to 35°C) • Storage Temperature: -5 to 140°F (-20 to 60°C) • Relative Humidity: 5% to 95% RH

Note: Model specifications are subject to change without notice. Please refer to www.synology.com for the latest information.

Item	RXD1215sas
Internal Drive	3.5" or 2.5" SAS x 12
External Port	<ul style="list-style-type: none"> • SAS-IN x 2 • SAS-OUT x 2
Maximum Internal Raw Capacity	96TB (12 x 8TB HDD)
Hot Swappable Drive	Yes
Size (H x W x D) (mm)	88 x 430 x 692
Weight (kg)	18
System Fan	4 x (60 x 60 x 51mm)
Power Fan	2 x (38 x 38 x 28mm)
Power Recovery	Synchronized with RackStation
Agency Certification	• FCC Class A • CE Class A • BSMI Class A
Environment Requirement	<ul style="list-style-type: none"> • Line voltage: 100V to 240V AC • Frequency: 50/60Hz • Operating Temperature: 40 to 95°F (5 to 35°C) • Storage Temperature: -5 to 140°F (-20 to 60°C) • Relative Humidity: 5% to 95% RH

Note: Model specifications are subject to change without notice. Please refer to www.synology.com for the latest information.

LED Indicator Table

RC18015xs+

LED Indicator	Color	Status	Description
STATUS	Green	Static	Volume normal
	Orange	Blinking	Volume degraded / volume crashed
			Volume not created
			DSM not installed
ALERT	Orange	Blinking	Fan failure / over temperature
	Off		System normal
HA	Green	Static	Operating as active server
	Orange	Static	Please go to DSM Help > High Availability Manager > Overview and refer to Warning Messages section
	Off		Standing by as passive server
Power	Blue	Static	Powered on
		Blinking	Booting up / shutting down
	Off		Powered off
PSU Indicator	Green	Static	Power supply ready
	Off		No power supply
LAN (on left side of jack)	Green	Static	Network connected
		Blinking	Network active
	Off		No network
LAN (on right side of jack)	Green	Static	Gigabit connection
	Orange	Static	100 Mbps connection
	Off		10 Mbps connection / no network

Note: Model specifications are subject to change without notice. Please refer to www.synology.com for the latest information.

RXD1215sas

LED Indicator	Color	Status	Description
Drive Status Indicator (on tray)	Green	Static	Drive ready and idle
		Blinking	Accessing drive
	Red	Static	Drive error
	Off		No internal drive
Power	Blue	Static	Powered on
	Off		Powered off
Front ALERT	Orange	Blinking	Fan failure
	Off		System normal
Rear ALERT	Orange	Static	Powered off
		Blinking	Fan failure
	Off		System normal
Rear STATUS	Green	Blinking	Powered on
	Off		Powered off
PSU Indicator	Green	Static	Power supply unit normal
	Off		Power supply unit off

Note: Model specifications are subject to change without notice. Please refer to www.synology.com for the latest information.

SYNOLOGY, INC.

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Section 10. Support. During the period specified in the Section 9, Synology will make available to you the support services. Following the expiration of the applicable period, support for Software may be available from Synology upon written request.

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Section 14. Export Restrictions. You acknowledge that the Software is subject to U.S. export restrictions. You agree to comply with all applicable laws and regulations that apply to the Software, including without limitation the U.S. Export Administration Regulations.

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contained herein. In such event, you must cease use of the Software and destroy all copies of the Software and all of its component parts.

Section 16. Assignment. You may not transfer or assign your rights under this EULA to any third party, except for that pre-installed in the Products. Any such transfer or assignment in violation of the foregoing restriction will be void.

Section 17. Applicable Law. Unless expressly prohibited by local law, this EULA is governed by and construed in accordance with the laws of the Republic of China (R.O.C. or Taiwan) without regard to any conflict of law principles to the contrary.

Section 18. Dispute Resolution. Any dispute, controversy or claim arising out of or relating to this EULA will be resolved exclusively and finally by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules.. In such cases, the arbitration will be limited solely to the dispute between you and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese. The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. You understand that, in the absence of this provision, you would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and you expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 18. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this EULA relating to Synology's intellectual property rights.

Section 19. Attorneys' Fees. In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this EULA, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

Section 20. Severability. If any provision of this EULA is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this EULA will remain in full force and effect.

Section 21. Entire Agreement. This EULA sets forth the entire agreement of Synology and you with respect to the Software and the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements whether written or oral. No amendment, modification or waiver of any of the provisions of this EULA will be valid unless set forth in a written instrument signed by the party to be bound thereby.

SYNOLOGY, INC.

LIMITED PRODUCT WARRANTY

THIS LIMITED WARRANTY ("WARRANTY") APPLIES TO THE PRODUCTS (AS DEFINED BELOW) OF SYNOLOGY, INC. AND ITS AFFILIATES, INCLUDING SYNOLOGY AMERICA CORP. (COLLECTIVELY, "SYNOLOGY"). YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS OF THIS WARRANTY BY OPENING THE PACKAGE CONTAINING AND/OR USING THE PRODUCT. IF YOU DO NOT AGREE TO THE TERMS OF THIS WARRANTY, DO NOT USE THE PRODUCT. INSTEAD, YOU MAY RETURN THE PRODUCT TO THE RESELLER WHERE YOU PURCHASED IT FOR A REFUND IN ACCORDANCE WITH THE RESELLER'S APPLICABLE RETURN POLICY.

Section 1. Definitions. (a) "New Product", including: (1) "Category I Product" means Synology product models RS810+, RS810RP+, RX410, all DS/RS NAS models with the XS+/XS suffix (except RS3413xs+) in or after 13-series, and all DX/RX expansion units with 12 drive bays in or after 13-series. (2) "Category II Product" means Synology product models RS3413xs+, RS3412xs, RS3412RPxs, RS3411xs, RS3411RPxs, RS2211+, RS2211RP+, RS411, RS409RP+, RS409+, RS409, RS408-RP, RS408, RS407, DS3612xs, DS3611xs, DS2411+, DS1511+, DS1010+, DS710+, DS509+, DS508, EDS14, RX1211, RX1211RP, RX4, DX1211, DX510, DX5, VS360HD, VS240HD and RAM Module (1GB/2GB/4GB/8GB). (3) "Category III Product" means Synology product models that apply with the following requirements: all DS NAS models without the XS+/XS suffix and with 5 and more drive bays in or after 12-series, all RS NAS models without the XS+/XS suffix in or after 12-series, and all DX/RX expansion units with 4 or 5 drive bays in or after 12-series. (4) "Category IV Product" means all other Synology product models purchased by Customer after March 1, 2008. (5) "Category V Product" means all other Synology product models purchased by Customer before February 29, 2008. (b) "Refurbished Product" means all Synology products which have been refurbished and sold directly by Synology through Online Store, not including those sold by an authorized Synology distributor or reseller. (c) "Customer" means the original person or entity purchasing the Product from Synology or an authorized Synology distributor or reseller. (d) "Online Store" means an online shop operated by Synology or Synology's affiliate. (e) "Product" means a New Product or a Refurbished Product and any hardware incorporated into the Product by Synology and any accompanying documentation. (f) "Software" means the Synology proprietary software that accompanies the Product when purchased by Customer, is downloaded by Customer at the Web Site, or is pre-installed on the Product by Synology, and includes any firmware, associated media, images, animations, video, audio, text and applets incorporated into the software or Product and any updates or upgrades to such software. (g) "Warranty Period" means the period commencing on the date the Product is purchased by Customer and ending (1) five years after such date for Category I Products; (2) three years after such date for Category II & III Products; or (3) two years after such date for Category IV Products; or (4) one year after such date for Category V Products; or (5) 90 days after such date for Refurbished Products, except for those sold as

"as is" or with "no warranty" on Online Store. (h) "Web Site" means the Synology web site located at www.synology.com.

Section 2. Limited Warranty and Remedies

2.1 Limited Warranty. Subject to Section 2.6, Synology warrants to Customer that each Product (a) will be free of material defects in workmanship and (b) under normal use will perform substantially in accordance with Synology's published specifications for the Product during the Warranty Period. Synology warrants the Software as set forth in the accompanying end user license agreement provided with the Product, if any. Synology provides no warranty to Refurbished Product sold as "as is" or with "no warranty" on Online Store.

2.2 Exclusive Remedy. If Customer gives notice of noncompliance with any of the warranties set forth in Section 2.1 within the applicable Warranty Period in the manner set forth below, then, upon verification of the noncompliance by Synology, Synology will, at Synology's option: (a) use commercially reasonable efforts to repair the Product, or (b) replace the noncomplying Product or part thereof upon return of the complete Product in accordance with Section 2.3. The foregoing sets forth Synology's entire liability and Customer's sole and exclusive remedy for any breach of warranty under Section 2.1 or any other defect or deficiency in the Product. Customer will reasonably assist Synology to diagnose and validate any nonconformity with the Product. The warranty set forth in Section 2.1 does not include: (1) any warranty relating to the Software; (2) physical installation or removal of the Product from Customer's site; (3) visits to Customer's site; (4) labor necessary to effect repairs or replace defective parts other than during Synology's or its contracted service providers' normal local business hours, exclusive of weekends and service providers' holidays; (5) any work with any third party equipment or software; (6) any warranty of the hard disk if installed by Customer or any other third party; or (7) any warranty of compatibility with the hard disk.

2.3 Return. Any Product returned by Customer under Section 2.2 must be assigned a Return Merchandise Authorization ("RMA") number by Synology before shipment and must be returned in accordance with Synology's then current RMA procedures. Customer may contact any authorized Synology distributor or reseller or Synology Support to obtain assistance in obtaining an RMA, and must provide proof of purchase and product serial

number when asking for such assistance. For warranty claims, Customer must return the complete Product to Synology in accordance with this Section 2.3 to be eligible for coverage under this Warranty. Any Product returned without an RMA number, or any Product that has been disassembled (except under the direction of Synology) will be refused and returned to Customer at Customer's expense. Any Product that has been assigned a RMA number must be returned in the same condition as it was received from Synology to the address designated by Synology, freight pre-paid, in packaging sufficient to protect the contents thereof and with the RMA number prominently displayed on the outside of the box. Customer is responsible for insurance and risk of loss with respect to returned items until they are properly received by Synology. A Product issued a RMA number must be returned within fifteen (15) days after issuance of the applicable RMA number.

2.4 Replacement by Synology. If Synology elects to replace any Product under this Warranty set forth in Section 2.1, then Synology will ship a replacement Product at Synology's expense via the shipping method selected by Synology after receipt of the nonconforming Product returned in accordance with Section 2.3 and validation by Synology that the Product does not conform to the warranty. In some countries, Synology may at its own discretion apply the Synology Replacement Service to certain Products, through which Synology will ship a replacement Product to Customer before its receipt of the nonconforming Product returned by Customer ("Synology Replacement Service").

2.5 Support. During the Warranty Period, Synology will make available to Customer the support services. Following the expiration of the applicable Warranty Period, support for Products may be available from Synology upon written request.

2.6 Exclusions. The foregoing warranties and warranty obligations do not apply to any Product that (a) has been installed or used in a manner not specified or described in the Product specifications; (b) has been repaired, modified or altered by anyone other than Synology or its agent or designee; (c) has been in any way misused, abused, or damaged; (d) has been used with items not provided by Synology other than the hardware or software for which the Product is designed; or (e) otherwise fails to conform to the Product specifications and such failure is attributable to causes not within or under Synology's control. Further, the foregoing warranties will be void if (1) Customer disassembles the Product except as authorized by Synology; (2) Customer fails to implement any correction, modification, enhancement, improvement or other update made available to Customer by Synology; or (3) Customer implements, installs or uses any correction, modification, enhancement, improvement or other update made available by any third party. The warranty set forth in Section 2.1 will terminate upon Customer's sale or transfer of the Product to a third party.

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Section 3. Limitations of Liability

3.1 Force Majeure. Synology will not be liable for, or be considered to be in breach of or default under this Warranty on account of, any delay or failure to perform as required by this Warranty as a result of any cause or condition beyond its reasonable control (including, without limitation, any act or failure to act by Customer).

3.2 Disclaimer of Certain Damages. IN NO EVENT WILL SYNOLOGY OR ITS SUPPLIERS BE LIABLE FOR THE COST OF COVER OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY EVEN IF SYNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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4.2 Assignment. Customer will not assign any of its rights under this Warranty directly, by operation of law or otherwise, without the prior written consent of Synology.

4.3 No Additional Terms. Except as expressly permitted by this Warranty, neither party will be bound by, and each party specifically objects to, any term, condition or other provision that conflicts with the provisions of this Warranty that is made by the other party in any purchase order, receipt, acceptance, confirmation, correspondence or otherwise, unless each party specifically agrees to such provision in writing. Further, if this Warranty conflicts with any terms or conditions of any other agreement entered into by the parties with respect to the Product, this Warranty will prevail unless the other agreement specifically references the sections of this Warranty that it supersedes.

4.4 Applicable Law. Unless expressly prohibited by local law, this Warranty is governed by the laws of the State of Washington, U.S.A. without regard to any conflict of law principles to the contrary. The 1980 U.N. Convention on Contracts for the International Sale of Goods or any successor thereto does not apply.

4.5 Dispute Resolution. Any dispute, controversy or claim arising out of or relating to this Warranty, the Product or services provided by Synology with respect to the Product or the

relationship between Customers residing within the United States and Synology will be resolved exclusively and finally by arbitration under the current commercial rules of the American Arbitration Association, except as otherwise provided below. The arbitration will be conducted before a single arbitrator, and will be limited solely to the dispute between Customer and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall be held in King County, Washington, U.S.A. by submission of documents, by telephone, online or in person as determined by the arbitrator at the request of the parties. The prevailing party in any arbitration or legal action occurring within the United States or otherwise shall receive all costs and reasonable attorneys' fees, including any arbitration fee paid by the prevailing party. Any decision rendered in such arbitration proceedings will be final and binding on the parties, and judgment may be entered thereon in any court of competent jurisdiction. Customer understands that, in the absence of this provision, Customer would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and Customer expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 4.5. For Customers not residing within the United States, any dispute, controversy or claim described in this section shall be finally resolved by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese. The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this Warranty relating to Synology's intellectual property rights.

4.6 Attorneys' Fees. In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this Warranty, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

4.7 Export Restrictions. You acknowledge that the Product may be subject to U.S. export restrictions. You will comply with all applicable laws and regulations that apply to the Product, including without limitation the U.S. Export Administration Regulations.

4.8 Severability. If any provision of this Warranty is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this Warranty will remain in full force and effect.

4.9 Entire Agreement. This Warranty constitutes the entire agreement, and supersedes any and all prior agreements, between Synology and Customer related to the subject matter hereof. No amendment, modification or waiver of any of the provisions of this Warranty will be valid unless set forth in a written instrument signed by the party to be bound thereby.

