

QNAP



QNAP Extended Warranty Service

for extended peace of mind ❤️



Do You Have Insurance for Your NAS?

Backup is required for data / Warranty is required for NAS



QNAP

QNAP Warranty

**Standard
Warranty**

**Extended
Warranty**

**Advanced
Replacement**

**On-site
Service**





QNAP Warranty Offers



Standard Warranty

- Warranty service that comes in effect at the time of purchase.
- **Free** repair and part replacement for products under normal use during warranty period. (Spare parts and consumables are excluded)



Extended Warranty (paid service)

- Extending your warranty, available **within 60 days** of the initial unit purchase.
- Offers identical service to standard warranty.



Advanced Replacement (paid service)

- Replacement unit will be shipped **within 48 hours** if any hardware defects are detected during warranty period.
- Available within 60 days of the initial unit purchase.



On-Site Service (paid service)

- QNAP or QNAP authorized service provider will provide on-site hardware issue support and replacement service.



QNAP Warranty Comparison Overview

| Category | Applied Models | Supported Countries | Repair Time | Delivery Cost | Replacement unit availability | On-site Service |
|----------------------|----------------|---------------------|--|---------------|-------------------------------|-----------------|
| Standard Warranty | All | All | 10 working days | One-Way | No | No |
| Extended Warranty | All | All (excl. India) | 10 working days | One-Way | No | No |
| Advanced Replacement | By region | By country | Within 48 hours | Free | Yes | No |
| On-Site Service | By region | By country | <ul style="list-style-type: none">• Same day, or next business day• 8/5 or 24/7 | -- | -- | Yes |



The New QNAP Extended Warranty Website

<https://www.qnap.com/service/product-warranty/>



QNAP Warranty Service

Standard Warranty

Extended Warranty

Advanced Replacement

Check NAS Warranty

Product Registration and Extended Warranty

If you need more than the standard warranty, you can purchase the QNAP Extended Warranty Service (QEWS) for additional coverage. Register your QNAP NAS **within 60 days of purchase**, and automatically be eligible to purchase a warranty extension that stretches your coverage to up to 5 years.

[View the QNAP product warranty extension terms and conditions](#)

Sign in QID

Check Available Warranty Extension Plans

Note: A QNAP ID is required to purchase extended warranty.



Optionally extend warranty for all QNAP products to 5 years



Simplified application and purchase



Online registration and warranty inquiry



Find applicable warranty for your QNAP NAS



Purchase and activate extended warranty

Have Peace of Mind with Extended Warranty

Up to **5 years** of warranty for **ALL** NAS models.



| NAS model | Standard Warranty | Optional Purchase | Total Warranty |
|---------------|-------------------|-------------------|----------------|
| Tower NAS | 2-year | 3-year | 5-year |
| Rackmount NAS | 3-year | 2-year | 5-year |

1. An optional 2-year extended warranty is available for tower NAS models that have a 3-year standard warranty.
2. A 5-year standard warranty is already included for select enterprise NAS.

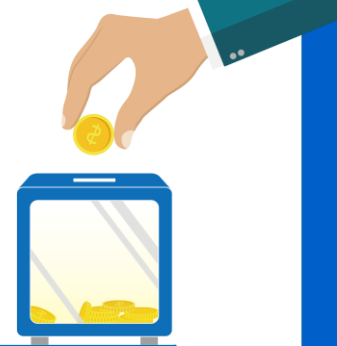


It Makes A Difference to Get Warranty

Case Study:

The Japanese customer has sent the TS-EC880U-RP for repair in the first and the second year respectively after warranty expires. The fee comparison is as follows:

- NAS Issue: 1. Motherboard malfunction in year one.
2. Power supply malfunction in year two.



| | Inspection Cost (USD) | Material Cost (USD) | Shipping Cost (USD) | Total Cost (USD) |
|---------------------------|---------------------------------------|--|--|------------------|
| Without Extended Warranty | ~\$200 Inspection fee \$100 x 2 | \$1,399 Motherboard : \$1000 PSU : \$399 | \$400 • \$100 one-way delivery cost • Pay two-way delivery cost twice. | \$1,999 |
| With Extended Warranty | FREE | FREE | \$200 QNAP will pay shipping cost on products returned to user | \$200 |





Where to Buy

Physical license pack

Resellers, distributors and online shop

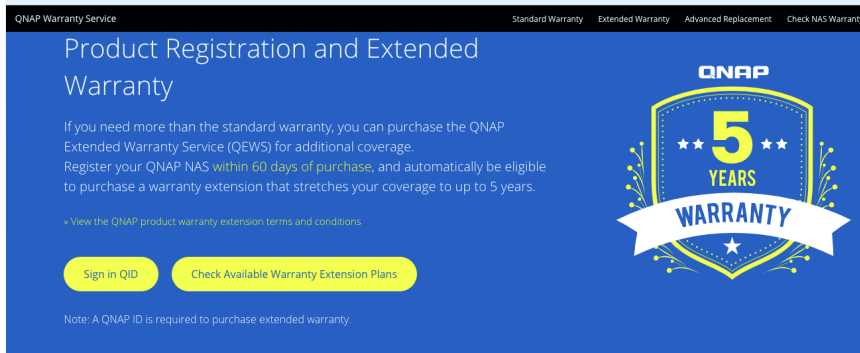


Physical license pack will be available on the end of Dec. 2018

✘ Warranty service will be provided by our local branch or authorized dealers in some regions.

Online purchase

Purchase your Extended Warranty License on QNAP Warranty Service Website

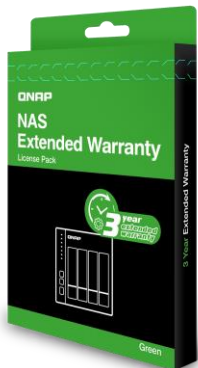




3-Year Extended Warranty

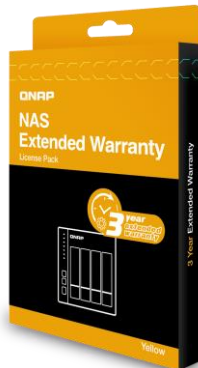
- Provides 3-Year Extended Warranty for 2-Year Standard Warranty products
- Different package colors correspond to different prices
- Each NAS model has a corresponding license pack color

Green Label



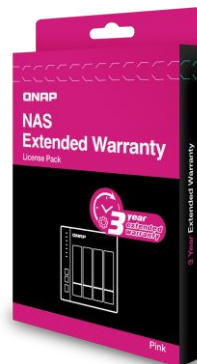
Ordering Number:
LIC-NAS-EXTW-GREEN-3Y

Yellow Label



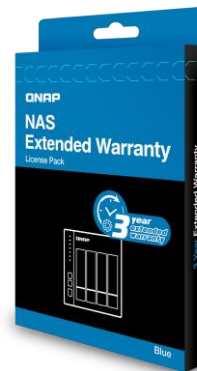
Ordering Number:
LIC-NAS-EXTW-YELLOW-3Y

Pink Label



Ordering Number:
LIC-NAS-EXTW-PINK-3Y

Blue Label



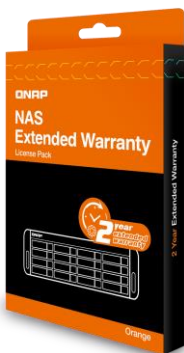
Ordering Number:
LIC-NAS-EXTW-BLUE-3Y



2-Year Extended Warranty

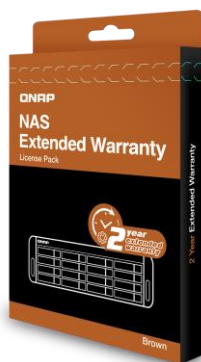
- Provides 2-Year Extended Warranty for 3-Year Standard Warranty products
- Different package colors correspond to different prices
- Each NAS model has a corresponding license pack color

Orange Label



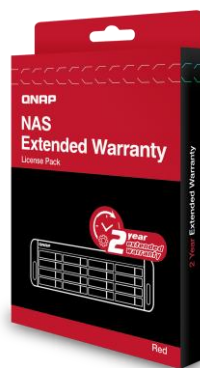
Ordering Number:
LIC-NAS-EXTW-ORANGE-2Y

Brown Label



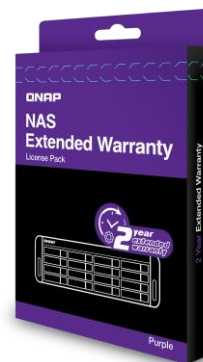
Ordering Number:
LIC-NAS-EXTW-BROWN-2Y

Red Label



Ordering Number:
LIC-NAS-EXTW-RED-2Y

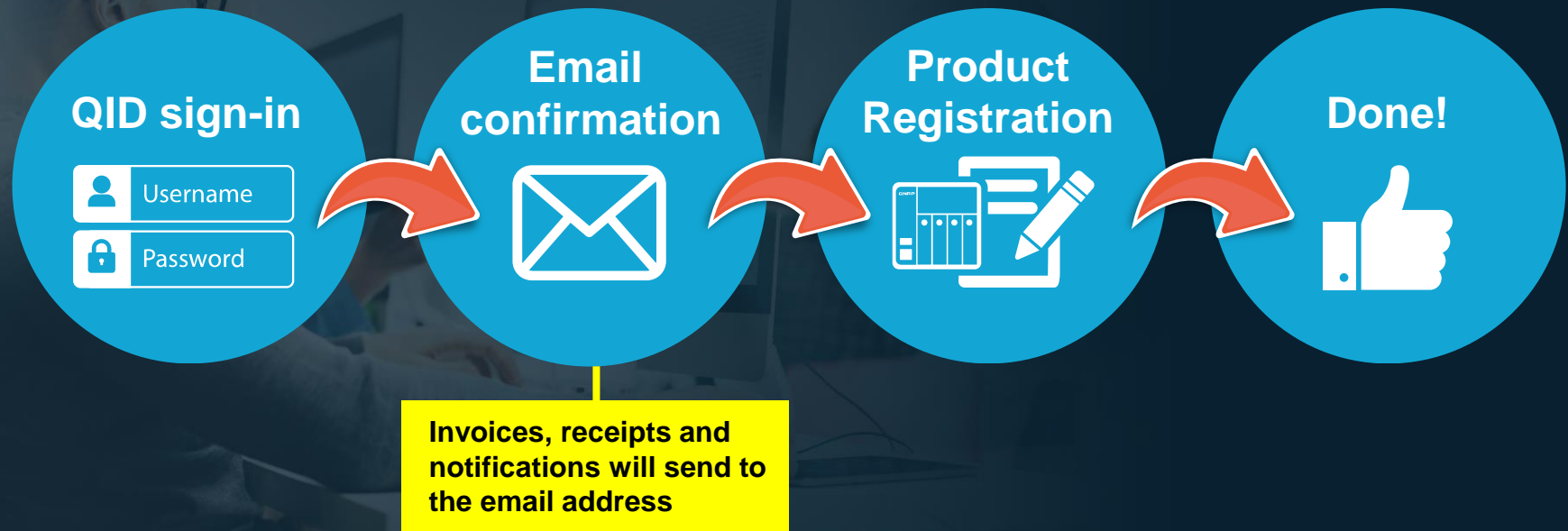
Purple Label



Ordering Number:
LIC-NAS-EXTW-PURPLE-2Y



Step-by-Step Registration





Sign in with QID

1

QNAP® ID
Manage your QNAP account

Create Account

Create a new account

Your account for everything QNAP

2

Sign-in with existing QID

Sign in

Google Facebook

Email address or phone number

Password

Remember Me

Sign in

[Forgot Password?](#)

[Have not received activation email?](#)

3

QID sign-in Use your myQNAPcloud QID for direct sign-in.

QNAP Warranty Service Standard Warr

Product Registration and Extended Warranty

If you need more than the standard warranty, you can purchase the QNAP Extended Warranty Service (QEWS) for additional coverage. Register your QNAP NAS **within 60 days of purchase**, and automatically be eligible to purchase a warranty extension that stretches your coverage to up to 5 years.

[View the QNAP product warranty extension terms and conditions](#)

Sign in QID Check Available Warranty Extension Plans

Note: A QNAP ID is required to purchase extended warranty.



Create a New Account

Create Account

Sign up with social media



Sign up with email or phone number

Nickname

QNAPer

Email address or phone number

abc@gmail.com

Password

••••••••

Strength: **Strong**

I am at least 16 years old, and I have read and agree to the QNAP Account Center [Terms of Service](#) and [Privacy Policy](#).

Sign Up

Already have an account? [Sign in now.](#)

[Have not received activation email?](#)

Sending activation email succeeded

The activation email has been sent to

whtsao@qnap.com

Please check your email to activate QNAP ID, and then you can sign in again.

- If you have not received the activation mail, please check the spam folder in your mail client first. We suggest to add QNAP Account Center announce email account no-reply@qnap.com to your contact list to avoid the email accidentally diverted to your spam folder.

[Have not received activation email?](#)



Product Registration Home

Register your QNAP product.

Purchase or activate extended warranty for your registered product online

Terms and Conditions of QNAP extended warranty

The screenshot shows the QNAP website's product registration interface. At the top, the QNAP logo is on the left, and navigation links for 'Products', 'QTS 4.3', 'Surveillance', 'Solutions', 'Support', 'Buy', and 'QIoT' are on the right. A search icon, a signal strength icon, and a user profile icon are also present. On the far right, a 'QNAPer' profile icon and a 'Sign out' button are visible. A central menu is highlighted with an orange border, containing three items: 'Register products' (with a plus icon), 'Extend product warranty' (with a shopping cart icon), and 'Terms & conditions' (with a list icon). Below the menu, the page title 'Register products' is displayed. A congratulatory message follows: 'Congratulations! You have successfully logged in using your QNAP ID. We will guide you through the buying process. Once done, you can enjoy the maximum 5-year warranty coverage. Your QNAP ID email address is required to buy warranty extension. We will also send your invoice and notifications to this email address. (Once your order is complete, the sale is considered final and non-refundable.)' A progress bar below the message shows four steps: 'Confirm email address' (active, with a green checkmark), 'Register products' (greyed out, with a server rack icon), 'Extend product warranty' (greyed out, with a star award icon), and 'Complete' (greyed out, with a checkmark icon). A 'Register now' button is positioned at the bottom of the progress bar.



Register Your Product

Enter product serial number



Enter purchase region



Check the accuracy of purchase region since it is critical for our warranty service.

Product Registration

To register your product, enter your product serial number (S/N) and date of purchase.

| | |
|--|---|
| Serial number <i>*Required field</i> | Model number |
| <input type="text" value="Q15B116191"/> | <input type="text" value="TS-451+2G-US"/> |
| Where do I find the serial number? | |
| Warranty period | Date of purchase <i>*Required field</i> |
| <input type="text" value="2020-10-17"/> | <input type="text" value="2018-10-17"/> |
| Region of purchase <i>*Required field</i> | Purchased from |
| <input type="text" value="Taiwan"/> | <input type="text" value="QNAP online shop"/> |
| <small>Warning: The country of purchase affects the service warranty. Please select the correct country to avoid problems.</small> | |
| Where did you learn about QNAP? | How many QNAP NAS devices do you own? |
| <input type="text" value="Social media"/> | <input type="text" value="2 to 4"/> |
| Where do you use your QNAP NAS? | |
| <input type="text" value="Office"/> | |
| <small>Note: The warranty extension is only available in Taiwan now, it's not available temporarily in other countries.</small> | |
| <input type="button" value="Cancel"/> | <input type="button" value="Submit"/> |

Enter purchase date



It is critical for your warranty as you will be required to upload proof of purchase if the manufacture date is too long ago.



Where to Find SN?

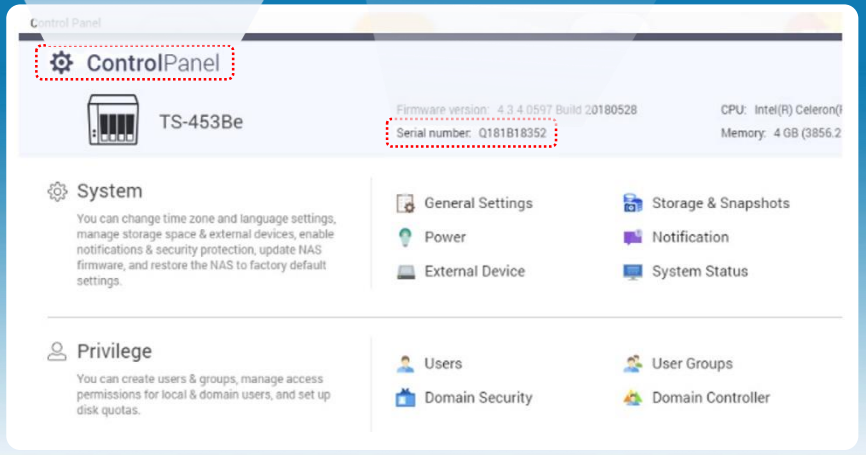
1. The 10-digit SN on the NAS label



2. The control panel in QTS



Serial number, Q181B18352





Complete Registration

Registered model name

Serial number

Date of purchase

Date of registration

Warranty period

Extended Warranty

- [Extend your warranty](#)
- [Yet to purchase extended warranty](#)
- [Exceed valid purchase period for extended warranty \(upload proof of purchase\)](#)

A screenshot of a web application interface for extending a product warranty. The page title is 'Extend product warranty'. Below the title, there is a paragraph of text: 'The QNAP products you registered are listed below. You can check your product information, buy and activate product warranty extension, or upload a proof of purchase to verify your eligibility for warranty extension.' Below this text, there is a table with one row. The first cell of the row contains the model name 'TS-451+2G-US', which is highlighted with an orange box. The second cell contains a list of details: 'Serial number: Q15B116191', 'Date of purchase: 2018-10-17', 'Date of registration: 2018-11-29', 'Warranty period: Valid until 2020-10-17.', and 'Extended warranty: Valid until 2020-12-17. You have not yet purchased a warranty extension.' This entire details box is also highlighted with an orange box. At the bottom right of the page, there is a button labeled 'Buy / Activate warranty extension'. The top navigation bar includes links for 'Products', 'QTS 4.3', 'Surveillance', 'Solutions', 'Support', 'Buy', and 'QIoT'. There are also search, notification, and user profile icons. A user is logged in as 'QNAPer' with a 'Sign out' button.



Upload Proof of Purchase

We will inform you of the verification result of your proof of purchase via email within 5-7 working days.

Warranty period will be updated immediately once your proof of purchase is verified

Extend product warranty

The QNAP products you registered are listed below. You can check your product information, buy and activate product warranty extension, or upload a proof of purchase to verify your eligibility for warranty extension.

TS-1277XU-RP-1200-4G-CN

Serial number: Q151XA4062

Date of purchase: 2018-11-29

Date of registration: 2018-12-06

Warranty period: Valid until 2021-08-01.

Extended warranty: **Please upload a proof of purchase or contact QNAP customer service.**

1

Upload proof of purchase

2

Proof of purchase

Choose file

Maximum file size is 5 MB. Supported file formats: BMP, GIF, JPG, PNG, PDF, DOC, DOCX, XLS, XLSX, PPT, PPTX

3

Submit

QNAP

**Purchase and Activate
Extended Warranty Online**





Purchase Extended Warranty Online

The screenshot shows the QNAP website interface. At the top, the QNAP logo is on the left, and navigation links for 'Products', 'QTS 4.3', 'Surveillance', 'Solutions', 'Support', 'Buy', and 'QIoT' are in the center. On the right, there are search, RSS, and social media icons, along with a 'QNAPer Sign out' button. A left-hand navigation menu contains 'Register products', 'Extend product warranty' (highlighted), and 'Terms & conditions'. The main content area is titled 'Extend product warranty' and includes a sub-header 'Extend product warranty'. Below this, a paragraph explains that registered QNAP products are listed and users can check information, buy and activate warranty extension, or upload a proof of purchase. A product entry for 'TS-451+-2G-US' is shown with the following details: Serial number: Q15BI16191, Date of purchase: 2018-10-17, Date of registration: 2018-11-29, Warranty period: Valid until 2020-10-17, and Extended warranty: Valid until 2020-12-17. Two orange-bordered boxes highlight the 'Buy / Activate warranty extension' buttons. A light blue notification box at the bottom of the product entry reads: 'Congratulations! You have received the free two-month warranty extension.'

QNAP® Products QTS 4.3 Surveillance Solutions Support Buy QIoT

Register products

Extend product warranty

Terms & conditions

Extend product warranty

The QNAP products you registered are listed below. You can check your product information, buy and activate product warranty extension, or upload a proof of purchase to verify your eligibility for warranty extension.

TS-451+-2G-US

Serial number: Q15BI16191
Date of purchase: 2018-10-17
Date of registration: 2018-11-29
Warranty period: Valid until 2020-10-17.
Extended warranty: Valid until 2020-12-17. You have not yet purchased a warranty extension.

Congratulations! You have received the free two-month warranty extension.

Buy / Activate warranty extension

Buy / Activate warranty extension



Purchase Extended Warranty Online

Buy online

1

Device information

Serial number: Q151XA4062 Model number: TS-1277XU-RP-1200-4G-CN

Current warranty period: 2021-10-20

Buy warranty extension online Use an extended warranty card

Extended warranty plan

Extended warranty license key: LIC-NAS-EXTW-RED-2Y-EI Warranty extension period: Valid until 2023-10-20

Price: USD 758

Cancel **Confirm order**

New valid thru date after extended warranty purchase

Extended warranty cost

2

Confirm purchase



Confirm Order and Make Payment

Confirm order detail

Check the details below.

Order information

Serial number

Q151XA4062

Model number

TS-1277XU-RP-1200-4G-CN

Extended warranty license key

LIC-NAS-EXTW-RED-2Y-EI

Warranty extension period

Valid until 2023-10-20

Price

USD 758

结账



PayPal



Have a PayPal account?

Log In

or

Pay with debit or credit card

We don't share your financial details with the merchant.

Country or region

China



Card number

Expiry Date

CSC



Last name

First name



PayPal is the safer, faster way to pay

No matter where you shop, we help keep your financial information secure.



Extended warranty activated !

The screenshot shows the QNAP website interface. At the top, the QNAP logo is on the left, and navigation links for Products, QTS 4.3, Surveillance, Solutions, Support, Buy, and QIoT are on the right. A search icon, a signal icon, and a user icon are also present. On the left side, there is a sidebar menu with three items: "Register products", "Extend product warranty" (which is highlighted with a blue bar), and "Terms & conditions". In the top right corner of the main content area, there are "QNAPer" and "Sign out" buttons. The main heading is "Extend product warranty". Below this, a paragraph explains that users can check product information, buy and activate warranty extension, or upload a proof of purchase. A teal header bar displays the product ID "TS-1277XU-RP-1200-4G-CN". Below this, several fields provide product details: "Serial number: Q155XA9215", "Date of purchase: 2018-10-20", "Date of registration: 2018-12-05", "Warranty period: Valid until 2021-10-19", and "Extended warranty: Valid until 2023-10-19". The "Extended warranty" field is highlighted with an orange border. To the right of these details, a yellow and pink callout box contains the text: "Warranty period will be extended immediately after the payment is completed." At the bottom of the main content area, a message reads: "Congratulations! You have successfully registered your product." On the left side of the screenshot, there is a circular graphic made of blue dots with the text "100%" in the center.



Activate License Key Online

Extend product warranty

Congratulations! You have successfully registered your product. Follow the next steps to buy warranty extension.
If you already purchased an extended warranty card, enter the license key below to activate your warranty extension.

Device information

Serial number

Q147XA1661

Model number

TVS-882BRT3-I5-16G-CN

Current warranty period

2020-10-20

1



Buy warranty extension online



Use an extended warranty card

Extended warranty license key

[] . [] . [] . [] . []

I understand that once the extended warranty license key is activated on this device, it cannot be transferred to another device.

Cancel

Submit

Find license key (20-digit) at the back of your warranty card.





Complete Activation and Enjoy Warranty

The screenshot shows the QNAP website interface. At the top, the QNAP logo is on the left, and navigation links for Products, QTS 4.3, Surveillance, Solutions, Support, Buy, and QIoT are in the center. On the right, there are search, notification, and user icons. A 'QNAPer' button and a 'Sign out' button are also visible. A left sidebar contains three menu items: 'Register products', 'Extend product warranty' (which is highlighted), and 'Terms & conditions'. The main content area is titled 'Extend product warranty'. Below the title, a paragraph explains that users can check product information, buy and activate warranty extension, or upload a proof of purchase. A teal header bar displays the product ID 'TS-1277XU-RP-1200-4G-CN'. Below this, several fields show product details: 'Serial number: Q155XA9215', 'Date of purchase: 2018-10-20', 'Date of registration: 2018-12-05', and 'Warranty period: Valid until 2021-10-19'. The 'Extended warranty: Valid until 2023-10-19' field is highlighted with an orange border. A yellow and pink callout box on the right states: 'Warranty period will be extended immediately after the activation is completed.' At the bottom, a message reads: 'Congratulations! You have successfully registered your product.'



QNAP

Live Demo



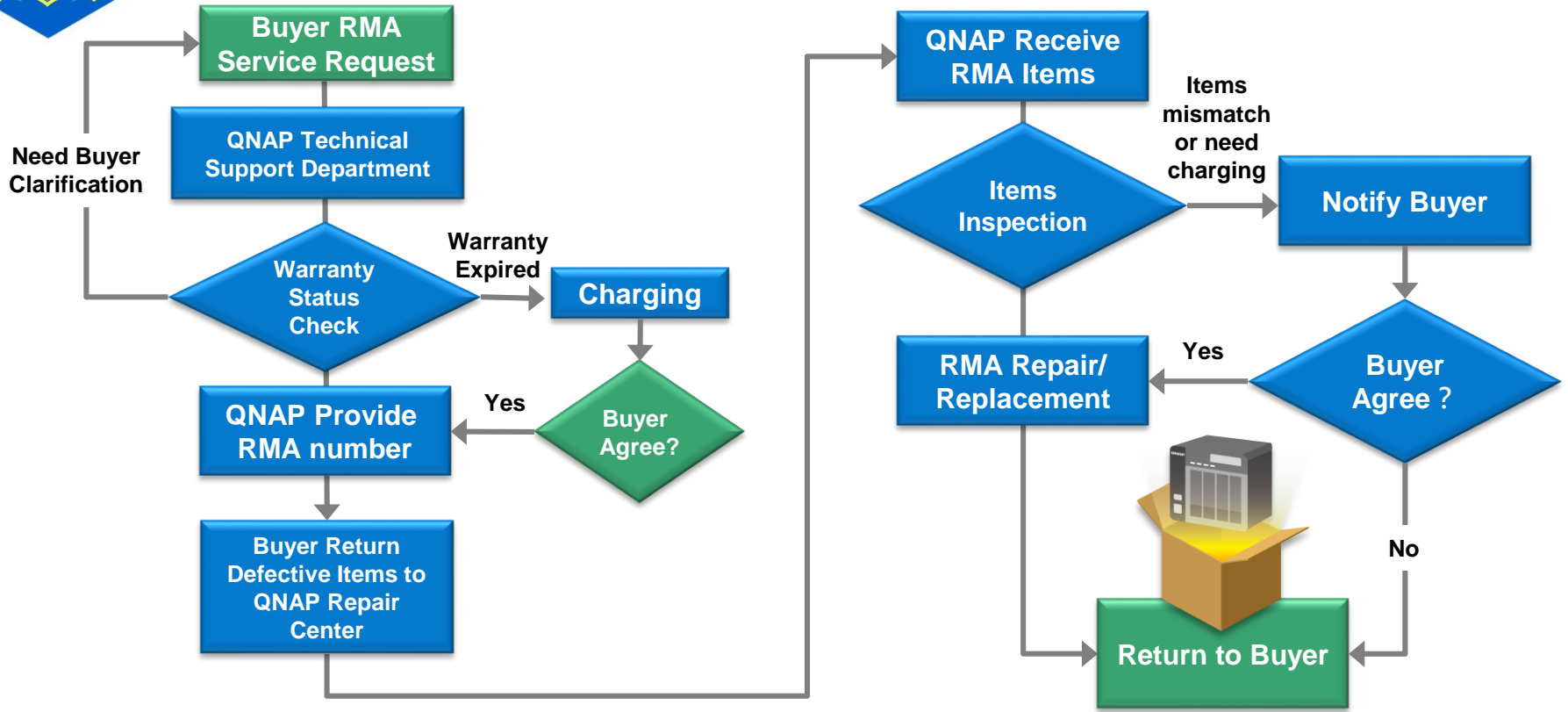
QNAP

FAQ





RMA Flow





Which warranty plan is for me?

<https://www.qnap.com/service/product-warranty/>



1

Select
"Search by NAS"

2

Chose your NAS

Check Available Warranty Plans

Search by NAS

Search by Extended Warranty Plan

1 - Bay

Which type of QNAP NAS?

8-Bay

2 - Model

Which model is your QNAP NAS?

TS-832XU-RP-4G

3

Standard warranty,
applicable plan
and price

TS-832XU-RP-4G

Standard Warranty

3 Year

Applicable extend warranty plan

EXTW-ORANGE-2Y (2-year extended warranty)

Extend warranty price *

USD 549



Check applicable models for a specific plan

<https://www.qnap.com/service/product-warranty/>



QNAP Warranty Service

Standard Warranty Extended Warranty Advanced Replacement Check NAS Warranty

Check Available Warranty Plans

Search by NAS **Search by Extended Warranty Plan**

Extended Warranty Plan Category

EXTW-PURPLE-2Y (2-year extended warranty) ▼

Compatible NAS Models

EXTW-PURPLE-2Y (2-year extended warranty)

- [8-Bay]
TS-EC880U-E3-4GE-R2
- [12-Bay]
TS-EC1280U-E3-4GE-R2
- [15-Bay]
TVS-1582TU-i7-32G, TVS-1582TU-i5-16G
- [16-Bay]
TS-1685-D1531-128GR-550W, TS-1685-D1531-64GR-550W, TS-1685-D1531-32G-550W, TS-1685-D1531-128GR, TS-1685-D1531-64GR, TS-1685-D1531-64G, TS-1685-D1531-32G, TS-1685-D1531-16G, TS-1685-D1521-32G-550W, TS-1685-D1521-16G-550W, TS-1685-D1521-32G, TS-1685-D1521-16G, TS-1685-D1521-8G, TS-EC1680U-E3-4GE-R2
- [24-Bay]
TS-EC2480U-E3-4GE-R2

1

Select "Search by Extended Warranty Plan"

2

Compatible NAS models



Eligibility for Extended Warranty Purchase

Purchase the service within 60 day of NAS purchase



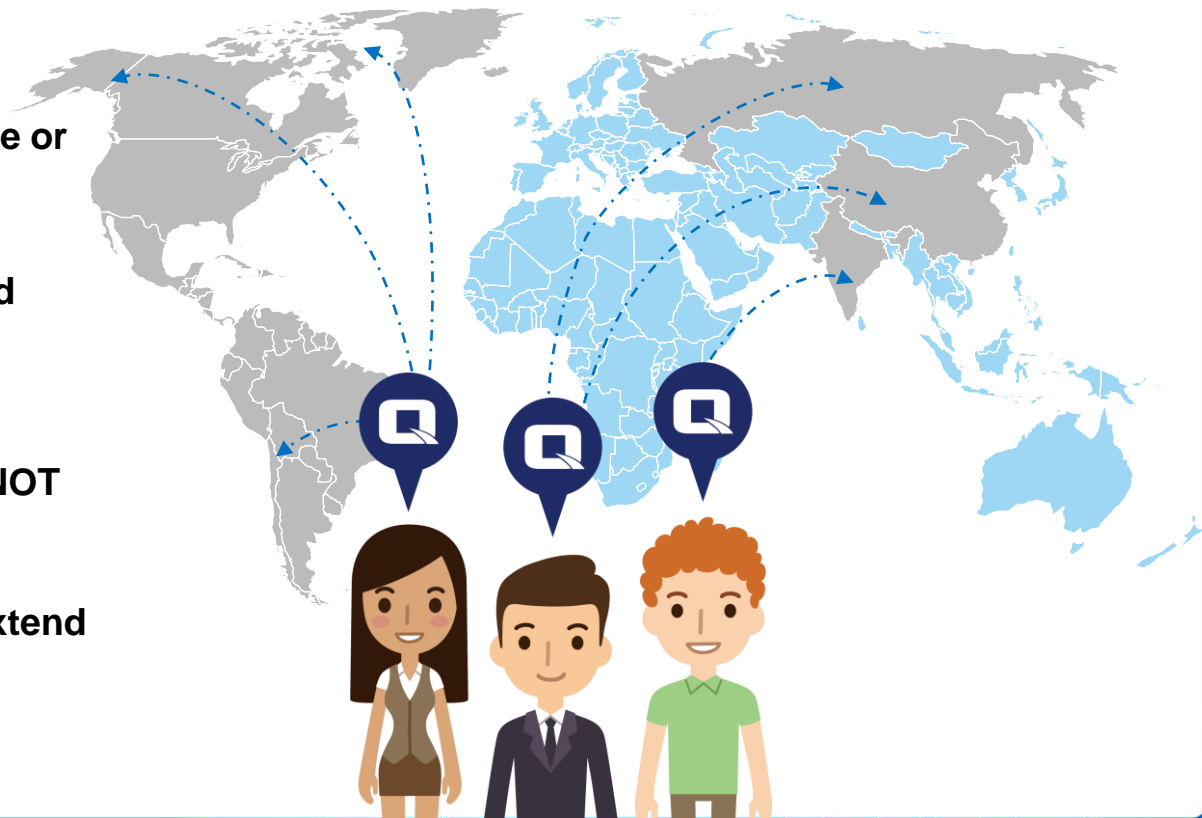
Proof of purchase may be required





Extended Warranty Service in Global

- Extended Warranty Service is provided by QNAP branch office or authorized resellers in **America (USA, Canada, Latin America), China and Russia** (Can't applied service via Extended Warranty website).
- Extended Warranty Service is NOT available in **India**.
- The rest of the countries can extend the warranty via the Extended Warranty Service website.





What if my NAS is discontinued and the NAS is within the warranty period?

If spare parts and materials for repair is available, the normal service will be offered.

If spare parts and materials for repair is not available, QNAP will offer **same-level** or **higher-level** products.





Warranty Service Transition

2018/12 to 2019/01: Existing and new systems both available

2019/02/01: Existing system discontinued

Warranty purchased under existing system before 2019/02/01 remains effective.

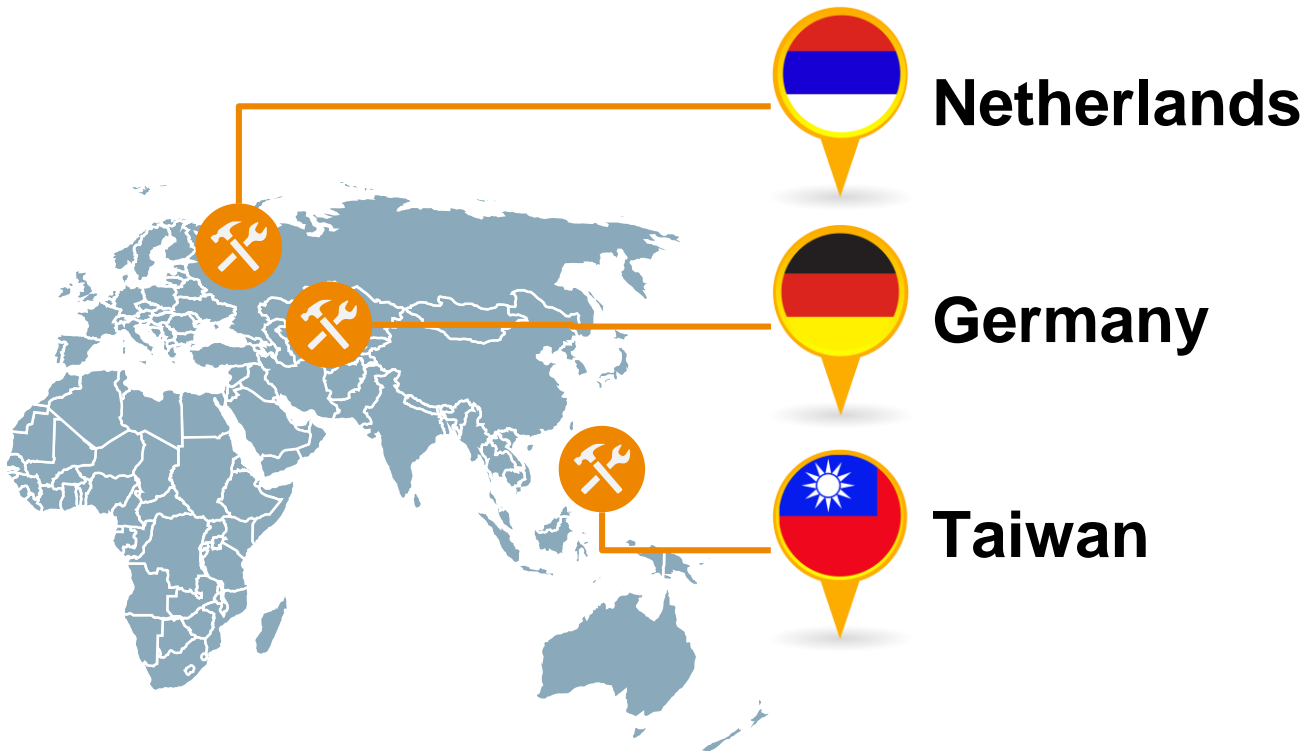


You can still check your existing system warranty online!





Global Service Centers



QNAP



QNAP Extended Warranty Service

for extended peace of mind ❤️



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