



Data Storage Master

# Statement & Terms

## Statement

Dear customers, thank user for choosing product of TerraMaster. In order that user can better use all the functions of this product, please carefully read the manual before using product, which contains precautions and detailed functional instructions of products during use.

Product components described in this manual have been registered as national patents, any counterfeit is an infringement for which the infringer shall bear the legal liability involved. Product components are in line with national safety standards for low-voltage electronic products.

The exclusive serial number labels on product and sales package are important certificates for warranty. When product needs warranty, users are required to present product serial number bar code labels. If the label is damaged, illegible or torn, we do not provide any warranty.

Product has a two-year free after-sales warranty.

Not all environments are suitable for the use of this product; the Company only provides after-sales services for the quality of product itself in accordance with the warranty terms committed by the Company.

For the changes in the design specifications of product due to technical or other external factors, the Company will no longer issue a separate notice.

### Legal Notices

Copyright © 2023 TerraMaster All Rights Reserved

The company reserves the right to change product specification, and make changes without notice. In this document, the content is subject to change without notice.

### Limited Liability Guarantee

The company guarantees that all the manufactured products have passed strict tests and can operate normally under normal circumstance. Within the warranty period and normal usage, if a system failure occurs, the company will be responsible for the maintenance. Except that, the company shall not be liable for any data loss, damage or loss of business and business execution caused by this product. In no case, the compensation liability of the company shall exceed the price of this product.

Please be sure to regularly backup the data on user hard disk in order to avoid data corruption due to any accidents, operational negligence or hard disk failure. The company shall not be liable for recovery of any lost data.

If user need to return or repair this product or any part within the package, please confirm it is properly packed to ensure smooth transportation. In case of any damage to the transported goods due to improper packaging, the company will not be liable for it.

## Obligation exemption terms

The Company shall not be liable for the losses caused by natural disasters such as earthquake, lightning, or fire not caused by the Company, third-party operations, theft, damage, accident, etc., or use in unusual circumstances (such as abnormal operation, misuse or other problems).

The Company shall not be liable for the losses (such as loss of profits, interruption of work, etc.) caused by use or nonuse of the product due to certain reason.

The Company shall not be liable for any loss due to non-compliance with this manual.

The Company shall not be liable for any failure due to use in combination of other products or software that have no connection with the Company.

The Company shall not be legally liable for any damage to hard disk or data loss.

For any inconformity between the software interface and actual product, failure in timely upgrade of software BUG, inconformity between the contents of the manual or the disk and actual product, or even their failure in operation, the Company shall take no legal liability.

## Trademark

TerraMaster is the exclusive trademark of the Company. All other trademarks or product names involved in this user manual are the trademarks or registered trademarks of their companies.

## Safety Precautions

This product is designed and manufactured with fully considering the use convenience and human safety, any improper use may lead to unnecessary troubles and losses. Please carefully read this user manual, all precautions and safety instructions marked on the accessories, and keep them properly for future reference.

The components of this product are compliant with national safety standards for low-voltage electronic products.

The power used by the product must match the type indicated on nameplate. If user has no knowledge of the indoor mains supply, please contact dealer or the company. For the battery used or other power components, please refer to relevant operating instructions.

To make our products reliable and avoid risk of fire and electrical shock, please keep the product away from heat and damp environment, and maintain good ventilation.

Special frequency electromagnetic fields may affect the data reading, writing and transmission of the product.

Keep the product in a stable place, and do not put other products on the product when in use.

Please do not stuff the product with additional items so as to avoid accidents. Under normal circumstance, do not disassemble product.

If data transmission is interrupted due to electrostatic or strong electromagnetic fields, please disconnect the data cable. Restart the operating system and reconnect the data cable.

To prevent any damage to product caused by lightning and electrical surge, please suspend the use of product during a lightning storm or when the mains supply is unstable.

When a foreign material or liquid enters the inside of product, immediately disconnect product with the power supply and computer, so as to prevent short circuit from damaging human body.

Do not physically remove or exit product from user computer when it is under normal read and write status. This will lead to the physical disk damage and data loss.

The operating temperature of product is between 0°C and 40°C, and the relative humidity is 0%-95%. Make sure that it is placed in a well-ventilated place.

Do not maintain this product by userself, for improper disassembly may result in electric shock or other adverse consequences. If user have any maintenance problems, please contact the after-sales personnel of TerraMaster.

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