

# Global Service Operations Service Center Technical Bulletin

Document Number:

**SMB-000175**

Title: WD Portal VMI SPEC

REV 01

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Department: GSO

Author: WD

Bulletin History			
Bulletin #	Rev	Description	Date Originated
SMB-000175	01	Initial Release	15-Apr-2016

## Bulletin Particulars:

WD Warranty Policy – Internal HDD and External HDD VMI Checking criteria for RMA

WD 保修政策 – 返修内置盘和外置盘外观检测标准

## Scope:

NO	ITEM 检测部件	VMI CHECKING CRITERIA 外观检测标准
1	<u>Must have on HDD</u> <u>硬盘基本外观标准</u>	In good condition: i. <u>SN label at the top</u> 盘底条码标签 ii. <u>Drive label at the front</u> 盘盖标签 iii. <u>PCBA label</u> 电路板标签 iv. <u>Base label (for 2.5" mobile HDD)</u> 马达标签 <u>(只限 2.5 寸盘)</u>
2	<u>Packing Condition</u> 包装条件 - HDD to be in ESD bag 硬盘须在防静电袋 - HDD cannot shake in packing 硬盘不能在包 装盒中撼动。	Packing and fitting 包装及配件: i. <u>Desktop / 3.5" HDD</u> 桌面式/ 3.5" 硬盘 ii. <u>Mobile / 2.5" HDD</u> 移动式/ 2.5" 硬盘 iii. <u>Branded Products</u> 外部硬盘

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## 1. Must have on HDD 硬盘基本外观标准 ([back to top](#))

### i. Original SN label at the top 原装盘底条码标签



### ii. Original drive label at the front 原装盘盖标签



### iii. Original PCBA label 原装电路板标签



### iv. Original base label (for 2.5" mobile HDD) 原装马达标签 (只限 2.5 寸盘)



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## 2. Packing condition 包装条件 ([back to top](#))

- All HDD must be in ESD bag 所有的硬盘必须在防静电袋内。
- HDD must be secured and not shake within box during transportation 硬盘必须在运输过程中，不会撼动。

### i. Desktop / 3.5" HDD 桌面式/ 3.5" 硬盘



### ii. Mobile / 2.5" HDD 移动式/ 2.5" 硬盘



### iii. Branded Products 外部硬盘

