



*December 2011*

# Product Specification

**Industrial Rugged Metal USB Flash Disk**

**RUFD - Generation 4**

**- HAMMER-D Series -**

Doc-No: 100-xRUFD-ADS4-01V1



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*Revision History*

| <b>Rev.</b> | <b>Description</b> | <b>Update</b> |
|-------------|--------------------|---------------|
| 1.0         | Initial Released   | 2011/12/7     |
| 1.1         | Typo revised       | 2011/12/27    |

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## **1. Introduction**

RUFD - Generation 4 - HAMMER-D Series, is specified as 2.0 High Speed Device, Mass Storage Class; USB-IF (USB Implementers Forum), WHQL (Window Hardware Quality Labs), EMI and IP-54/ IP-68 waterproof tests certified. In addition to being as a removable storage device, RUFD - Generation 4 can also be configured as a bootable disk for system recovery. Also, its random access performance exceed the minimum requirement of Read Boost feature found in Microsoft Vista operating system, in which randomly access blocks of information are saved into RUFD - Generation 4 for boosting up the average performance. They are available in 128MB, 256MB, 512MB, 1GB, 2GB, 4GB, and 8GB capacities by Samsung SLC Flash IC.

The RUFD - Generation 4 - HAMMER-D Series also offers unique customization for OEM customers by laser markings.

### **1.1. Scope**

This document describes the key features and specifications of S/WRUFD – Generation 4 – HAMMER-D Series.

### **1.2. System Features**

- Full metal enclosure design to endure various rough environments
- IP-54 & IP-68 Waterproof metal casing design
- USB 2.0 interface downwards compatible to USB 1.1
- USB 2.0 Mass Storage compliant
- Standard grade operating temperature 0°C to 70°C
- Support partition management for Disk Lock and Password Protection
- Supports Ready Boost for Microsoft Vista O.S.
- Capacities from 128MB to 8GB

## 2. Product Specifications

For all the following specifications, values are defined at ambient temperature and nominal supply voltage unless otherwise stated.

### 2.1. System Environmental Specifications

**Table 1: Environmental Specification**

|             |  |                          |
|-------------|--|--------------------------|
| Temperature | Standard grade operating temperature :       | 0 °C ~ +70 °C            |
|             | Standard grade non-operating temperature :   | -20°C ~ +80°C            |
|             | Industrial grade operating temperature :     | -40 °C ~ +85 °C          |
|             | Industrial grade non-operating temperature : | -50°C ~ +95°C            |
| Humidity    | Operating & Non-operating:                   | 10% ~ 95% non-condensing |
| Vibration   | Operating & Non-operating:                   | 15G peak-to-peak maximum |
| Shock       | Operating & Non-operating:                   | 1,500 G maximum          |

### 2.2. System Power Requirements

**Table 2: Power Requirement**

|   |                |         |
|---|----------------|---------|
| DC Input Voltage (VCC) 100mV max. ripple(p-p) |                | 5V±10%  |
| +5V Current<br>(Maximum average value)        | Idle Mode :    | 68.3 mA |
|   | Reading Mode : | 78.2 mA |
|   | Writing Mode : | 80.5 mA |

### 2.3. System Performance

**Table 3: System Performances**

| Performance<br>(KB/sec) | Sequent Speed (MB/Sec.) |       |
|-------------------------|-------------------------|-------|
|                         | Read                    | Write |
| 128MB                   | 16.4                    | 6.4   |
| 256MB                   | 16.4                    | 6.4   |
| 512MB                   | 17.7                    | 9.3   |
| 1GB                     | 17.6                    | 5.7   |
| 2GB                     | 18.1                    | 14.8  |
| 4GB                     | 20.1                    | 20.0  |
| 8GB                     | 15.6                    | 15.0  |

Note:

(1). All values quoted are typically at 25°C and nominal supply voltage.

(2). The Max. Performance was tested by SiSoftware Sandra /File Benchmark

**2.4. System Reliability**

**Table 4: System Reliability**

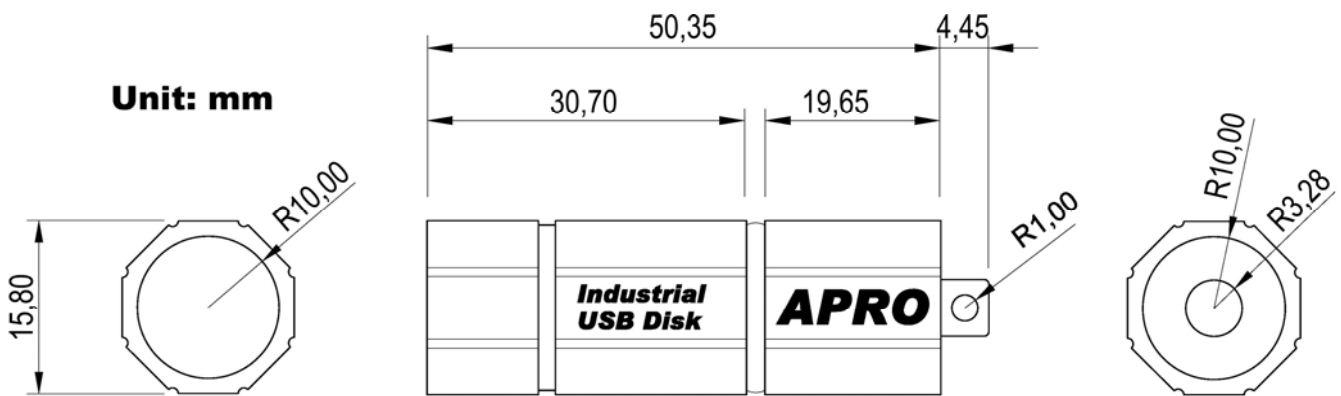
|                                 |   |
|---------------------------------|---|
| <b>MTBF</b>                     | >1,000,000 hours  |
| <b>Wear-leveling Algorithms</b> | Dynamic   |
| <b>ECC Technology</b>           | 8 bits or 15 bits per 512 bytes block   |
| <b>Endurance</b>                | Greater than 2,000,000 cycles Logically contributed by Wear-leveling and advanced bad sector management |
| <b>Data Retention</b>           | 10 years  |

**2.5. Physical Specifications**

Refer to Table 5 and see Figure 3 for USB Flash Disk physical specifications and dimensions.

**Table 5: Physical Specifications**

| <b>APRO Industrial USB Flash Disk</b> |                |
|---------------------------------------|----------------|
| <b>Length:</b>                        | 54.80 mm       |
| <b>Width:</b>                         | 15.80 mm       |
| <b>Thickness:</b>                     | 15.80 mm       |
| <b>Weight:</b>                        | 25 g / 0.88 oz |



**Figure 3: Generation 4 Dimensions**

## 2.6. Certifications

### 2.6.1. EMC / Verification No.: EM/2007/90094C

APRO RUF D - Generation 4 - HAMMER-D Series products meet the requirements of the below standards and hence fulfills the requirements of EMC Directive 2004/108/EC requirements.

**Table 7: APRO SRUF D Electromagnetic Compatibility**

| Parameter | Standard                                |
|-----------|---|
| Emission  | EN55022 : 1998+A1: 2000+A2:2003 Class B |
| Immunity  | EN55024 : 1998+A1: 2001+A2:2003         |
|           | IEC61000-4-2: 1995+A1:1998+A2:2000      |
|           | IEC61000-4-3: 2002+A1:2002              |

### 2.6.2. FCC / Declaration No.: EM/2007/70044C

In the configuration tested the APRO RUF D - Generation 4 - HAMMER-D Series complied with the standards **FCC Part 15: 2006, Subpart B, Class B.**

### 2.6.3. RoHS

Directive of the European Parliament of the Council on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment, 2002/95/EC (RoHS).

### **3. Interface Description**

#### **3.1. Physical Description**

The host is connected to the RUFID - Generation 4 - HAMMER-D Series using a Type a female USB connector.

#### **3.2. Pin Assignments**

**Table 8: Pin Assignments of USB 2.0**

| <b>Pin Number</b> | <b>Pin Name</b> | <b>Function</b>   |
|-------------------|-----------------|---|
| <b>Pin 1</b>      | Vcc             | Power   |
| <b>Pin 2</b>      | USB -           | The pairs are used to transmit Address, Data and Command. |
| <b>Pin 3</b>      | USB +           |   |
| <b>Pin 4</b>      | Vss             | Ground  |

## 4. Electrical Characteristics

### 4.1. Absolute Maximum Ratings

**Table 9: Absolute Maximum Ratings**

| SYMBOL           | PARAMETER             | RATING                         | UNITS |
|------------------|-----------------------|--------------------------------|-------|
| V <sub>DDH</sub> | Power Supply          | -0.3 to V <sub>DDH</sub> + 0.3 | V     |
| V <sub>IN</sub>  | Input Signal Voltage  | -0.3 to 3.6                    | V     |
| V <sub>OUT</sub> | Output Signal Voltage | -0.3 to V <sub>DDH</sub> + 0.3 | V     |
| T <sub>STG</sub> | Storage Temperature   | -40 to 150                     | °C    |

### 4.2. Recommended Operating conditions

**Table 10: Recommended Operating Conditions**

| SYMBOL           | PARAMETER             | MIN  | TYP | MAX  | UNITS |
|------------------|-----------------------|------|-----|------|-------|
| A <sub>DD</sub>  | 5V Power Supply       | 4.75 | 5.0 | 5.0  | V     |
| V <sub>DDH</sub> | Power Supply          | 3.0  | 3.3 | 3.6  | V     |
| V <sub>DD</sub>  | Digital Supply        | 1.62 | 1.8 | 1.98 | V     |
| V <sub>IN</sub>  | Input Signal Voltage  | 0    | 3.3 | 3.6  | v     |
| T <sub>OPR</sub> | Operating Temperature | 0    |     | 70   | °C    |

### 4.3. General DC Characteristics

**Table 11: General DC Characteristics**

| SYMBOL           | PARAMETER                         | CONDITIONS              | MIN | TYP | MAX | UNITS |
|------------------|-----------------------------------|-------------------------|-----|-----|-----|-------|
| I <sub>IN</sub>  | Input current                     | No pull-up or pull-down | -10 | ±1  | 10  | μA    |
| I <sub>OZ</sub>  | Tri-state leakage current         |                         | -10 | ±1  | 10  | μA    |
| C <sub>IN</sub>  | Input capacitance                 | Pad Limit               |     | 2.8 |     | ρF    |
| C <sub>OUT</sub> | Output capacitance                | Pad Limit               |     | 2.8 |     | ρF    |
| C <sub>BID</sub> | Bi-directional buffer capacitance | Pad Limit               |     | 2.8 |     | ρF    |

### 4.4. DC Electrical Characteristics of 3.3V I/O Cells

**Table 12: Electrical Characteristics of 3.3V I/O Cells**

| SYMBOL           | PARAMETER           | CONDITIONS                 | LIMITS |     |     | UNIT |
|------------------|---------------------|----------------------------|--------|-----|-----|------|
|                  |                     |                            | MIN    | TYP | MAX |      |
| V <sub>DDH</sub> | Power supply        | 3.3V I/O                   | 3.0    | 3.3 | 3.6 | V    |
| V <sub>il</sub>  | Input low voltage   | LVTTL                      |        |     | 0.8 | V    |
| V <sub>ih</sub>  | Input high voltage  |                            | 2.0    |     |     | V    |
| V <sub>ol</sub>  | Output low voltage  | I <sub>oi</sub>   = 2~16mA |        |     | 0.4 | V    |
| V <sub>oh</sub>  | Output high voltage | I <sub>oh</sub>   = 2~16mA | 2.4    |     |     | V    |

|          |                                  |                         |     |         |     |            |
|----------|----------------------------------|-------------------------|-----|---------|-----|------------|
| $R_{pu}$ | Input pull-up resistance         | PU=high, PD=low         | 55  | 75      | 110 | K $\Omega$ |
| $R_{pd}$ | Input pull-down resistance       | PU=high, PD=low         | 40  | 75      | 150 | K $\Omega$ |
| $I_{in}$ | Input leakage current            | $V_{in} = V_{DDH}$ or 0 | -10 | $\pm 1$ | 10  | $\mu A$    |
| $I_{oz}$ | Tri-state output leakage current |                         | -10 | $\pm 1$ | 10  | $\mu A$    |

#### 4.5. USB Transceiver Characteristics

**Table 13: Electrical characteristics**

| Symbol         | Parameter                | Conditions   | Min. | Typ. | Max. | Unit    |
|----------------|--------------------------|--|------|------|------|---------|
| VD33           | Analog supply Voltage    |  | 3.0  | 3.3  | 3.6  | V       |
| VDDU<br>VDDA   | Digital supply Voltage   |  | 1.62 | 1.82 | 1.98 | V       |
| $I_{CC}$       | Operating supply current | High speed operating at 480 MHz  |      |      | 55   | mA      |
| $I_{CC(susp)}$ | Suspend supply current   | In suspend mode, current with 1.5k $\Omega$ pull-up resistor on pin RPU disconnected |      |      | 120  | $\mu A$ |

#### 4.6. Static Characteristic

**Table 14: Static characteristic: Digital pin**

| Symbol        | Parameter                 | Conditions | Min.     | Typ. | Max. | Unit |
|---------------|---------------------------|------------|----------|------|------|------|
| Input levels  |                           |            |          |      |      |      |
| $V_{IL}$      | Low-level input voltage   |            |          |      | 0.8  | V    |
| $V_{IH}$      | High-level input voltage  |            | 2.0      |      |      | V    |
| Output levels |                           |            |          |      |      |      |
| $V_{OL}$      | Low level output voltage  |            |          |      | 0.2  | V    |
| $V_{OH}$      | High-level output voltage |            | Vddh-0.2 |      |      | V    |

VD33=3.0DV~3.6V ; VDDU,VDDA=1.62V~1.98V ; Temp=0°C~70°C

**Table 15: Static characteristic: Analog I/O pin ( DP / DM )**

| Symbol                                 | Parameter   | Conditions  | Min. | Typ. | Max. | Unit |
|--|---|---|------|------|------|------|
| USB 2.0 Transceiver ( HS )             |   |   |      |      |      |      |
| Input Levels ( differential receiver ) |   |   |      |      |      |      |
| $V_{HSDIFF}$                           | High speed differential input sensitivity           | $ V_{I(DP)} - V_{I(DM)} $ measured at the connection as application circuit | 300  |      |      | mV   |
| $V_{HSCM}$                             | High speed data signaling common mode voltage range |   | -50  |      | 500  | mV   |

|  |   |  |      |    |      |    |
|--|---|--|------|----|------|----|
| V <sub>HSSQ</sub>                      | High speed squelch detection threshold              | Squelch detected                                 |      |    | 100  | mV |
|  |   | No squelch detected                              | 150  |    |      | mV |
| V <sub>HSDSC</sub>                     | High speed disconnection detection threshold        | Disconnection detected                           | 625  |    |      | mV |
|  |   | Disconnection not detected                       |      |    | 525  | mV |
| Output Levels                          |   |  |      |    |      |    |
| V <sub>HSOI</sub>                      | High speed idle level output voltage (differential) |  | -10  |    | 10   | mV |
| V <sub>HSOL</sub>                      | High speed low level output voltage (differential)  |  | -10  |    | 10   | mV |
| V <sub>HSOH</sub>                      | High speed high level voltage (differential)        |  | -360 |    | 400  | mV |
| V <sub>CHRPJ</sub>                     | Chirp-J output voltage (differential)               |  | 700  |    | 1100 | mV |
| V <sub>CHIRPK</sub>                    | Chirp-K output voltage (differential)               |  | -900 |    | -500 | mV |
| Resistance                             |   |  |      |    |      |    |
| R <sub>DRV</sub>                       | Driver output impedance                             | Equivalent resistance used as internal chip only | 3    | 6  | 9    | Ω  |
|  |   | Overall resistance including external resistor   | 40.5 | 45 | 49.5 |    |
| V <sub>TERM</sub>                      | Termination voltage for pull-up resistor on pin RPU |  | 3.0  |    | 3.6  | V  |
| USB 1.1 Transceiver ( FS/LS )          |   |  |      |    |      |    |
| Input Levels ( differential receiver ) |   |  |      |    |      |    |
| V <sub>DI</sub>                        | Differential input sensitivity                      | $ V_{I(DP)} - V_{I(DM)} $                        | 0.2  |    |      | V  |
| V <sub>CM</sub>                        | Differential common mode voltage                    |  | 0.8  |    | 2.5  | V  |
| Input Levels (single-ended receivers)  |   |  |      |    |      |    |
| V <sub>SE</sub>                        | Single ended receiver threshold                     |  | 0.8  |    | 2.0  | V  |
| Output Levels                          |   |  |      |    |      |    |
| V <sub>OL</sub>                        | Low-level output voltage                            |  | 0    |    | 0.3  | V  |
| V <sub>OH</sub>                        | High-level output voltage                           |  | 2.8  |    | 3.6  | V  |

VD33=3.0DV~3.6V ; VDDU,VDDA=1.62V~1.98V ; Temp=0°C~70°C

## 4.7. Dynamic Characteristic

Table 16: Dynamic characteristic: Analog I/O pins ( DP DM )

| Symbol                        | Parameter  | Conditions  | Min. | Typ. | Max. | Unit |
|-------------------------------|--|---|------|------|------|------|
| <b>Driver Characteristics</b> |  |   |      |      |      |      |
| <b>High-Speed Mode</b>        |  |   |      |      |      |      |
| $t_{HSR}$                     | High-speed differential rise time                              | $ V_{I(DP)} - V_{I(DM)} $ measured at the connection as application circuit | 500  |      |      | ps   |
| $t_{HSF}$                     | High-speed differential fall time                              |   | 500  |      |      | ps   |
| <b>Full-Speed Mode</b>        |  |   |      |      |      |      |
| $t_{FR}$                      | Rise time  | CL=5pF ; 10 to 90% of $ V_{OH} - V_{OL} $ ;                                 | 4    |      | 20   | ns   |
| $t_{FF}$                      | Fall time  | CL=5pF ; 90 to 10% of $ V_{OH} - V_{OL} $ ;                                 | 4    |      | 20   | ns   |
| $t_{FRMA}$                    | Differential rise / fall time matching ( $t_{FR} / t_{FF}$ )   | Excluding the first transition from idle mode                               | 90   |      | 110  | %    |
| $V_{CRS}$                     | Output signal crossover voltage                                | Excluding the first transition from idle mode                               | 1.3  |      | 2.0  | V    |
| <b>Low-Speed Mode</b>         |  |   |      |      |      |      |
| $t_{LR}$                      | Rise time  | CL=200pF-600pF ; 10 to 90% of $ V_{OH} - V_{OL} $ ;                         | 75   |      | 300  | ns   |
| $t_{LF}$                      | Fall time  | CL=200pF-600pF ; 90 to 10% of $ V_{OH} - V_{OL} $ ;                         | 75   |      | 300  | ns   |
| $t_{LRMA}$                    | D Differential rise / fall time matching ( $t_{LR} / t_{LF}$ ) | Excluding the first transition from idle mode                               | 80   |      | 125  | %    |
| $V_{CRS}$                     | Output signal crossover voltage                                | Excluding the first transition from idle mode                               | 1.3  |      | 2.0  | V    |
| $V_{OH}$                      | High-level output voltage                                      |   | 2.8  |      | 3.6  | V    |

## Appendix A. Ordering Information

### 1. Part Number

| RUFD - Generation 4 - HAMMER-D Series Industrial USB Flash Disk |                           |                               |
|---|---------------------------|-------------------------------|
| Grade   | Standard Grade 0°C ~ 70°C | Industrial Grade -40°C ~ 85°C |
| 128MB   | SRUFD128M – ADCSC – 4     | WRUFD128M – ADISI – 4         |
| 256MB   | SRUFD256M – ADCSC – 4     | WRUFD256M – ADISI – 4         |
| 512MB   | SRUFD512M – ADCSC – 4     | WRUFD512M – ADISI – 4         |
| 1GB   | SRUFD001G – ADCSC – 4     | WRUFD001G – ADISI – 4         |
| 2GB   | SRUFD002G – ADCSC – 4     | WRUFD002G – ADISI – 4         |
| 4GB   | SRUFD004G – ADCSC – 4     | WRUFD004G – ADISI – 4         |
| 8GB   | SRUFD008G – ADCSC – 4     | WRUFD008G – ADISI – 4         |

### 2. Part Number Decoder

**X1 X2 X3 X4 X5 X6 X7 X8 X9 – X11 X12 X13 X14 X15 – 4 C**

**X1** : Grade

**S** : Standard Grade – operating temperature 0° C ~ 70 ° C

**W** : Industrial Grade – operating temperature -40° C ~ +85 °C

**X2** : The material of case

**R** : Rugged Metal case

**X3 X4 X5** : Product category

**UFD** : USB 2.0 Flash Disk

**X6 X7 X8 X9** : Capacity

**128M:** 128MB

**256M:** 256MB

**512M:** 512MB

**001G:** 1GB

**002G:** 2GB

**004G:** 4GB

**008G:** 8GB

**X11** : Controller

**A** : Alcor (HAMMER-D Series)

**X12** : Controller version

**A, B, C.....D**

**X13** : Controller Grade

**C** : Commercial grade

**I** : Industrial grade

**X14** : Flash IC

**S** : Samsung SLC-NAND Flash IC

**X15** : Flash IC grade / Type

**C** : Commercial grade

**I** : Industrial grade

**4** : Generation of housing design

**4** : Generation 4

**C** : Reserved for specific requirement

**C** : Option for Conformal-coating on PCBA

## ***Appendix B. Limited Warranty***

APRO warrants your Metal USB Flash Disk against defects in material and workmanship for the life of the drive. The warranty is void in the case of misuse, accident, alteration, improper installation, misapplication or the result of unauthorized service or repair. The implied warranties of merchantability and fitness for a particular purpose, and all other warranties, expressed or implied, except as set forth in this warranty, shall not apply to the products delivered. In no event shall APRO be liable for any lost profits, lost savings or other incidental or consequential damages arising out of the use of, or inability to use, this product.

***BEFORE RETURNING PRODUCT, A RETURN MATERIAL AUTHORIZATION (RMA) MUST BE OBTAINED FROM APRO.***

Product shall be returned to APRO with shipping prepaid. If the product fails to conform based on customers' purchasing orders, APRO will reimburse customers for the transportation charges incurred.

### ***Warranty period:***

- SRUFDxxxx-ADCSC-4                      3 years
- WRUFDxxxx-ADISI-4                      5 years



***The warranty period is able to extend. Please contact APRO and/or Your APRO distributors for more information.***

## Appendix C. After Service

### 1. Policy

In order to return any item for repair, an RMA (Return Merchandise Authorization) number must be assigned by APRO. Customers need to provide the following information, before an RMA will be issued:

- **Product model**
- **Quantity**
- **Lot number**
- **Defect description**
- **Customer name**
- **Contact person**
- **Email address or telephone number**
- **Shipping address**

In order to receive an RMA number, please contact our customer service department via fax or email:

- **Fax the RMA Request Form to 886-2-8226 1398. The RMA Request Form can be downloaded from <http://www.apro-tw.com/support/rmaform.htm>**
- **Email to [rma@apro-tw.com.tw](mailto:rma@apro-tw.com.tw)**

The description of the defect needs to be clear and complete in order for APRO to address the problem according to customer expectations. Without a clear description, APRO can only provide a basic test of the returned products.

#### 1.1. Warranty period

|                  |         |
|------------------|---------|
| SRUFDxxx-ADCSC-4 | 3 years |
| WRUFDxxx-ADISI-4 | 5 years |



#### 1.2. DOA period

If the product is found to be defective within 15 days of shipment, APRO will replace the defective product with a new unit.

#### 1.3. Service charge under warranty period

For a warranty repair, there is no charge.

**Remark:**

**The warranty does not cover product damage due to improper operation or force of nature such as fire or flood.**

**1.4. Service charge for out of warranty period**

Out of warranty repair charges are dependent on component cost and labor time. APRO will issue an estimate after diagnosing the problem.

**1.5. End of Life service**

APRO cannot guarantee repair of any products beyond one year of End-of-Life due to limited availability of replacement components. If repair components are not available, APRO will suggest equivalent products for purchase and offer special pricing.

**1.6. Shipping Charges**

The customer is responsible for packaging the product such that no additional damage occurs during normal shipping and handling. Any freight-collect shipments without notice in advance will be refused.

For warranty repairs, the customer is responsible for the cost of shipping the product back to APRO. APRO will pay for shipping back to the customer.

For DOA warranty replacements, APRO will pay shipping charges for return and replacement. APRO reserves the right to use the most economical shipping method available.

**2. Procedure**

The definition of defective products fall into three categories as described below:

- DOA (Defect on Arrival): Defect occurs within 30 days of purchase.
- RMA in warranty period
- RMA out of the warranty period

The above terms are determined by the purchase date on the invoice up to the time to product is returned to APRO. APRO's repair service procedure is as follows:

**2.1. Request an RMA Number from APRO:**

- (1) Fill out an "RMA Request Form" and send it by fax to +886-2-8226 1398 or e-mail to [rma@APRO-tw.com](mailto:rma@APRO-tw.com)
- (2) APRO's RMA engineer will check that the "RMA Request Form" has been completed with precise information. Then the customer will receive a RMA number.

If you need a replacement rather than wait for the returned defective product to be repaired, this requirement must be noted in your "RMA Request Form".

**2.2. Package and Delivery to APRO**

- (1) Returned products have to be packed properly to avoid damage during the transportation.
- (2) DOA products: DOA products qualify for complete replacement and have to be returned with all accessories included in the original purchase.

- (3) Please indicate your unique RMA number on the top outside of the package.
- (4) To speed up the RMA/DOA procedure, please notify us by e-mail ([rma@APRO-tw.com](mailto:rma@APRO-tw.com)) with information that includes the shipping date, the name of carrier and the tracking number of the package.

### **2.3. Product Check On Arrival**

- (1) APRO's RMA engineer will check your product within 8 hours since arrival.
- (2) If the product arrives undamaged and conforms to the conditions described on the "RMA Request Form", it will be for repairing.
- (3) If the product is damaged or there is some inconsistency with the "RMA Request Form" description, APRO will contact and confirm the status with the customer before proceeding.

### **2.4. Repair**

- (1) The RMA engineer will repair the defect as described by the customer. The products will also be tested to ensure it is in proper working order.
- (2) If no additional problems are detected, APRO will notify the customer.
- (3) If the customer does not reply us within 48 hours, and no failure occurs during testing, the product will be processed as NTF. (No testing failure).

### **2.5. Charge**

The customer will be charged for repairs under below conditions:

- RMA is out of the warranty period
- RMA or DOA terms apply, but it is determined by APRO's RMA engineer that the defect was caused by abuse, misuse or unauthorized repair.

### **2.6. Package and Delivery to the customer**

- (1) We will properly pack the repaired product along with a RMA report.
- (2) The RMA number and quantity will be clearly marked on the package.
- (3) The customer will receive an e-mail notification of the product RMA number and shipping advice.