

# TOSHIBA – External Hard Disk Drives – Judgment guideline

## CID (Customer Induced Defect)

### 1. Usage

This document is CID (Customer Induced Defect) Judgement guideline of External Hard Disk Drive (include SSD) of the return merchandise.

2. Application product<sup>[SEP]</sup>This document is applied to the return merchandise of CANVIO series.

3. Warranty policy<sup>[SEP]</sup>To be in the designated time span of warranty.

### 4. CID Judgement

DISCREPANCY DESCRIPTION	TYPE	RESULT
validation of warranty period by MFG date code and customer terms	in-warranty	accept
validation of warranty period by MFG date code and customer terms	out-warranty	reject
Non Toshiba drive inside Enclosure - incorrect serial # displayed during USB Test	NON-OEM	reject
Any Physical damage to drive Enclosure - Non cosmetic ( deep dents / bent-cracked cover or base )	CID	reject
Removal of Part / serial # Label	CID	reject
Broken or bent USB connectors	CID	reject
Indication of liquid spills - oil, soda, coffee, Liquid residue left of enclosure	CID	reject
Indication of Electrical damage, smoke residue, burnt IC smell	CID	reject
Fire damage - melted plastics - smoke residue	CID	reject
Any indication drive was opened , tampered with, or dropped ( physical damage )	CID	reject
Minor scratches and minor cosmetic Damage is acceptable	in-warranty	accept

As for the item that is not in this guideline, please ask us.

### 5. Details

<sup>[SEP]</sup>1) USB connector

<Accept>

<sup>[SEP]</sup>-USB connector location have no changed<sup>[SEP]</sup>

-The terminal of the USB connector can not be moved shakily.

-There is the terminal of the USB connector.

<Reject> -USB connector has been pushed into enclosure and is off set or lost. -The terminal of the USB connector can be moved shakily. -There is not the terminal of the USB connector.



Normal USB2.0



Normal USB 3.0

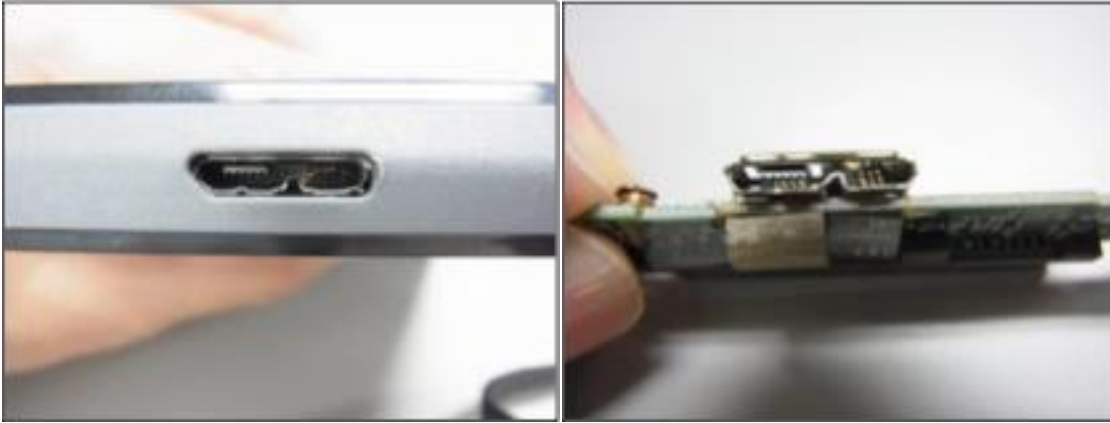


(1) Accepted USB connector location have no changed.



(2) Rejected USB connector has been pushed into the Enclosure and is off set or lost.

(3) Rejected The half terminal of USB connector is broken.



Damage of Terminal

(4) Rejected<sup>[SEP]</sup>The appearance of the USB connector does not have abnormality. But the terminal of the USB connector is moved shakily.

As for the normal USB connector, the terminal does not move. But the terminal moves because of trouble.





(5) Rejected<sup>[L]</sup><sub>[SEP]</sub> There is not at all terminal of USB connector.



No terminal of USB connector.

(6) Rejected<sup>[L]</sup><sub>[SEP]</sub> USB connector is inserted inside the enclosure.



PCBA and connector were deformed.

(7) Rejected<sup>[1]</sup><sub>SEP</sub> USB connector appears outside of a cover.



The connector is removed from PCBA

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2) The rub of the enclosure



Accepted<sup>[1]</sup><sub>SEP</sub> The enclosure been rubbed slightly.

### 3) The scratch of the enclosure



Reject<sup>[L]</sup><sub>[SEP]</sub> The enclosure has been scratched intentionally.

### 4) The rubber lost

Accept<sup>[L]</sup><sub>[SEP]</sub> 4 rubbers of the bottom side was lost without dents.



### 5) Label

Rejected

In the Label of the bottom cover of the external enclosure has been peeled stick also scratched seriously.



6) Enclosure has been opened by end user.



(1) Reject<sup>[L]</sup><sub>[SEP]</sub>Enclosure has been opened by end user.



(2) Reject<sup>[L]</sup><sub>[SEP]</sub>Enclosure has been opened by end user.



(3) Reject<sup>[L]</sup><sub>[SEP]</sub>Enclosure has been opened by end user.



(4) Reject<sup>[L]</sup><sub>[SEP]</sub>Enclosure has been opened by end user.

<Exemption from the CID>

It might be accepted if External HDD's S/N verified the same as Internal HDD's S/N at Field-  
Repair-Center.