

Consumer SSD After-Sales Service Manual

Dear User,

Thank you for choosing our brand of Solid State Drive (SSD). To ensure your rights and interests, please read this After-Sales Service Manual carefully and properly keep your proof of purchase and related materials.

I. Warranty Policy

1. Warranty Period:

- a. This product is covered by a limited warranty service starting from the date of purchase. The specific warranty period is subject to the information marked on the product packaging or publicized on the official website.
- b. The warranty period is calculated based on the date shown on a valid proof of purchase (invoice or order record). If no proof of purchase can be provided, the warranty period will be calculated starting from the product's manufacturing date.

2. Warranty Scope:

- a. Under normal use, we will provide free repair or replacement services for performance failures or damages caused by defects in materials or workmanship.
- b. The warranty service is limited to the product itself and does not cover data recovery. We strongly recommend that you back up important data regularly.

3. Non-Warranty Circumstances (Including but not limited to):

- a. Failure to provide valid proof of purchase, or if the product serial number (SN) label is damaged, altered, or missing.
- b. Damage caused by misuse, accidental drops, water damage, abnormal voltage, or unauthorized disassembly/modification.
- c. Damage caused by force majeure such as natural disasters, fire, etc.
- d. Products used for non-personal consumer purposes (e.g., servers, data centers, cryptocurrency mining, and other continuous high-load scenarios).

II. Installation and Usage Recommendations

1. Pre-installation Precautions:

- a. Confirm that your motherboard interface type (e.g., SATA, M.2 NVMe) is compatible with the product.
- b. Disconnect the computer power supply and take anti-static measures before handling the product.
- c. It is recommended to refer to the official website or the included guide for installation. If you need assistance, please contact technical support.

2. Usage Recommendations:

- a. Please correctly initialize and format the drive in your operating system upon first use.

- b. Avoid power outages or forced shutdowns during data read/write processes.
- c. Maintain a good thermal environment to avoid prolonged operation under high loads.
- d. Regularly back up data and use official tools to monitor drive health.

III. After-Sales Service Process

1. Self-Troubleshooting:

- a. If you encounter issues such as recognition failure or speed drops, please try the following first:
 1. Re-plug the interface or test with a different interface/data cable.
 2. Update the motherboard BIOS and SSD firmware (please download from the official website).
 3. Test on a different computer to rule out compatibility issues.

2. Contacting Support:

- If the problem persists, please contact after-sales support via the following method:
 - a. Email Support: service@tlxic.com
 - b. Please prepare the following information:
 1. Product Model and Serial Number (SN).
 2. Photo or scan of the proof of purchase.
 3. Description of the failure and relevant screenshots.

3. Warranty Application & Shipping:

- a. Once the after-sales team confirms the issue is within the warranty scope, a return address and an RMA (Return Merchandise Authorization) number will be provided.
- b. Please package the product securely (using the original packaging is recommended) and include the RMA number, failure description, and contact information.
- c. Before shipping, please strictly ensure you have backed up and thoroughly erased your data. We are not responsible for any data loss during the repair/replacement process.

4. Processing Time:

- a. Upon receiving the product, we will complete testing and inform you of the results within 5-7 business days.
- b. If the warranty conditions are met, the product will be repaired or replaced with a product of the same model or similar performance.
- c. The repaired or replaced product will continue the original warranty period or carry a new 90-day warranty from the date of replacement (whichever is longer).

IV. Capacity Explanation

1. Capacity Difference: There is a difference between the actual available capacity and the capacity displayed by the computer due to different calculation standards.

- Example of Capacity Difference (1TB Drive):
 - a. Labeled Capacity: 1TB = 1,000,000,000,000 bytes.
 - b. OS Conversion: $1,000,000,000,000 \text{ bytes} \div 1,099,511,627,776 \text{ bytes/TiB} \approx 0.9095 \text{ TiB}$.
 - c. Windows Display: Approx. 931 GB (Since $0.9095 \text{ TiB} * 1024 \approx 931 \text{ GiB}$).
 - d. Simple Estimation Formula: OS Displayed Capacity \approx Labeled Capacity $\times 0.93$.

2. Over-Provisioning (OP): All SSDs reserve a portion of capacity that is not accessible to the user. This is known as Over-Provisioning. This is not a defect but a critical design feature to ensure the long-term performance, lifespan, and reliability of the SSD.

- a. Purpose: Used for background operations such as wear leveling, garbage collection, and bad block management. It acts as a reserved workspace for the SSD.
- b. Ratio: Typically constitutes about 10% of the total capacity. This space will never appear in your available capacity.

V. Disclaimer

1. The Company assumes no liability for any direct or indirect losses caused by data loss.
2. The contents of this manual may be adjusted due to product upgrades; please refer to the latest version on the official website.
3. This after-sales policy applies only to Mainland China (excluding Hong Kong, Macao, and Taiwan). For policies in other regions, please contact the local distributor.

VI. Governing Law

These after-sales terms shall be governed by the relevant laws of the People's Republic of China. Any disputes arising shall be resolved through friendly negotiation; if negotiation fails, a lawsuit may be filed in the People's Court at the place where the product was sold.

Thank you again for your trust and support! We are dedicated to providing you with reliable products and professional service.

Brand Name: AURADISK

Official Website: tlxic.com

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