

June 3rd, 2021

Understanding Kingston's SSD Warranty

Dear Valued Customer,

Kingston offers conditional warranties on our client and data center SSDs. These conditional warranties for our SSDs last until a specified time period has expired, or the SSD has reached a certain threshold of usage (also known as "Life-Left"), whichever occurs first. SSD "Life-Left" is the measure of endurance remaining on the drive, and users can view SSD "Life-Left" with the Kingston SSD Manager ("KSM"). KSM is free to download at www.kingston.com/ssdmanager and can be used to determine SSD Life Left via the SSD Wear Indicator meter.

Under typical workloads, a Kingston SSD should provide years of use up to the stated warranty and beyond. However, the use of Kingston SSDs in an excessively high write workload will likely result in early exhaustion of the SSD's "Life-Left," causing the product to be out of warranty regardless of whether the time period specified in the warranty has lapsed.

Kingston is with you and here to assist on any request for warranty service on an SSD that is defective. An SSD that is returned due to depletion of SSD "Life-Left" before the specified time period has expired, as defined in our conditional warranty statement, is deemed out of warranty and not eligible for replacement.

Our conditional warranty statement can be viewed at www.kingston.com/wa

Thank You