Synology

Product Manual

BeeStation Plus (BST170-8T)

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Chapter 1: Before You Start

Thank you for purchasing this Synology product! Before setting up your new BeeStation Plus, please check the package contents to verify that you have received the items below. Also, make sure to read the safety instructions carefully to avoid harming yourself or damaging your BeeStation Plus.

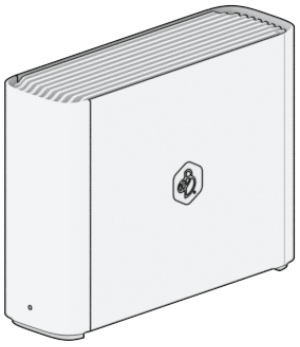
Notes:

- All images below are for illustrative purposes only, and may differ from the actual product.

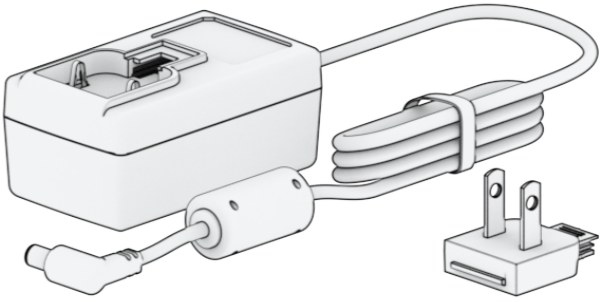
1.1 Package Contents

Contact your reseller if your package is missing any of the contents below:

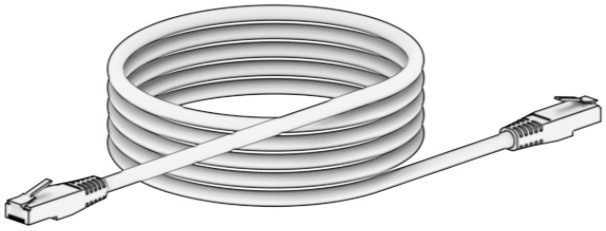
Main unit x 1



AC power adapter x 1



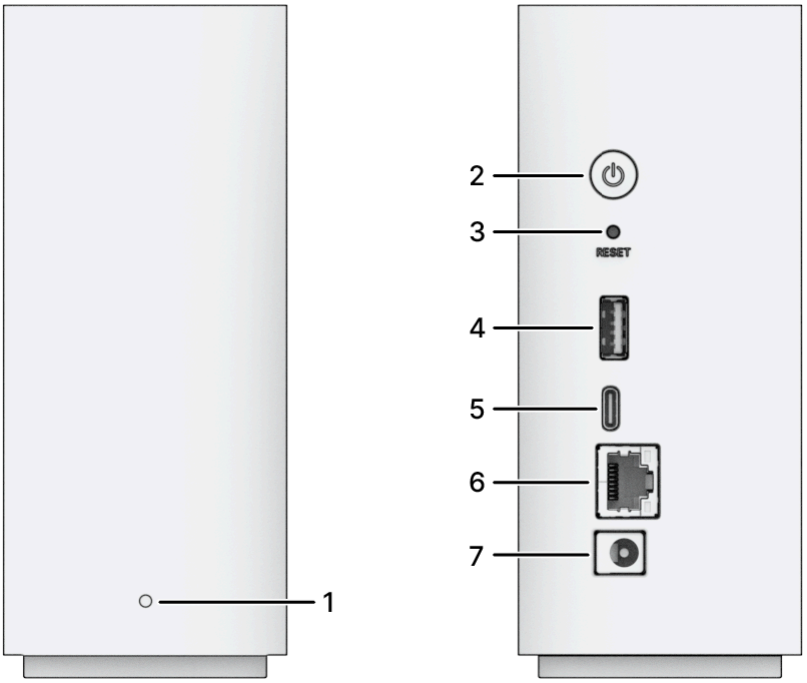
RJ-45 LAN cable x 1



Quick Start Guide x 1



1.2 BeeStation Plus at a Glance



No.	Name	Description
1	Status Indicator	Displays the status of BeeStation Plus. See LED indicators for details.
2	Power Button	1. Press to power on your BeeStation Plus. 2. To power off your BeeStation Plus, press and hold until you hear a beep sound and the Power LED starts blinking.
3	RESET Button	1. Press and hold until you hear a beep sound to reset the system settings to default. 2. Press and hold until you hear a beep sound, then press and hold again until you hear three beep sounds to reinstall BeeStation Plus.
4	USB-A 3.2 Gen 1 Port	Connect external drives or other USB drives to the BeeStation Plus here.
5	USB-C 3.2 Gen 1 Port	Connect external drives or other USB drives to the BeeStation Plus here.
6	1 GbE RJ-45 Port	Connect the network cable here.
7	Power Port	Connect the power cord here.

1.3 LED Indicators

LED Indicator	Color	Status	Description
Status indicator	White	Static	Drive ready
		Blinking	Booting up/Shutting down
		Breathing	HDD hibernation
	Orange	Static	BeeStation Plus uninstalled/Resetting
		Blinking	Drive error
		Breathing	Installing BeeStation Plus/Updating BeeStation Plus
	Off	Off	Powered off

1.4 Hardware Specifications

Item	BeeStation Plus
CPU	Intel Celeron J4125
Capacity[1]	8 TB
RAM	DDR4 4 GB
External Port	USB-A 3.2 Gen 1 × 1 USB-C 3.2 Gen 1 × 1
LAN Port	1GbE (RJ-45) x 1
Size (H x W x D) (mm)	148 × 63 × 196
Weight (g)	1,200
Agency Certification	• FCC • CE • UKCA • BSMI • RCM • EAC • KC • VCCI • CCC • BIS
System requirements	• BeeStation for desktop: Windows 10 (Build 19041 or above) and Windows 11/macOS 12.3 or above • BeeFiles/BeePhotos: iOS 16 or above/Android 10 or above • BeeCamera: iOS 16 or above/Android 11 or above
Operating Environment Requirements	• Temperature: 32˚F to 95˚F (0˚C to 35˚C) • Relative Humidity: 8% to 80% RH

Storage Environment Requirements	• Temperature: -5˚F to 140˚F (20˚C to 60˚C) • Relative Humidity: 5% to 95% RH

Notes:

1. Our storage capacities follow industry standards where 1 GB equals 1 billion bytes and 1 TB equals 1 trillion bytes. The actual usable capacity is around 6.98 TB.
2. Model specifications are subject to change without notice. Refer to Synology website (http://www.synology.com) for the latest information.

1.5 Safety Instructions



- Keep away from direct sunlight and chemicals. Ensure a stable environment with no abrupt changes in temperature or humidity.



- Place the unit right side up at all times.



- Keep the unit away from liquids.



- Before cleaning, unplug the power cord(s) and use a damp cloth to wipe the surface. Do not use chemical aerosol cleaners.



- To prevent the unit from falling over, do not place it on carts or any unstable surfaces.



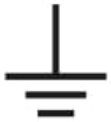
- When setting up this product, use only Synology-provided or designated cables, power cords, PSUs, and power adapters that adhere to local regulations and safety requirements. Ensure the power cord(s) are plugged into the correct power supply voltage and that the AC voltage provided is correct and stable. Failure to do so may result in malfunctions or fires.
- Do not use Synology-provided accessories on non-Synology products.



- Warning, electric shock hazard. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



- There is a risk of explosion if the battery is replaced with an incorrect type. Dispose of used batteries appropriately.



- Power cord(s) must be plugged into a socket-outlet with earthing connection.



- Keep your body parts away from a moving fan.

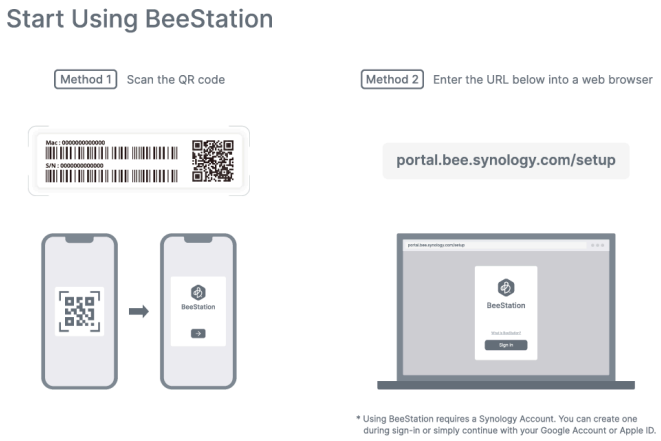


- This product must be installed by qualified personnel in a restricted access location (e.g., dedicated equipment rooms, service closets, etc.).

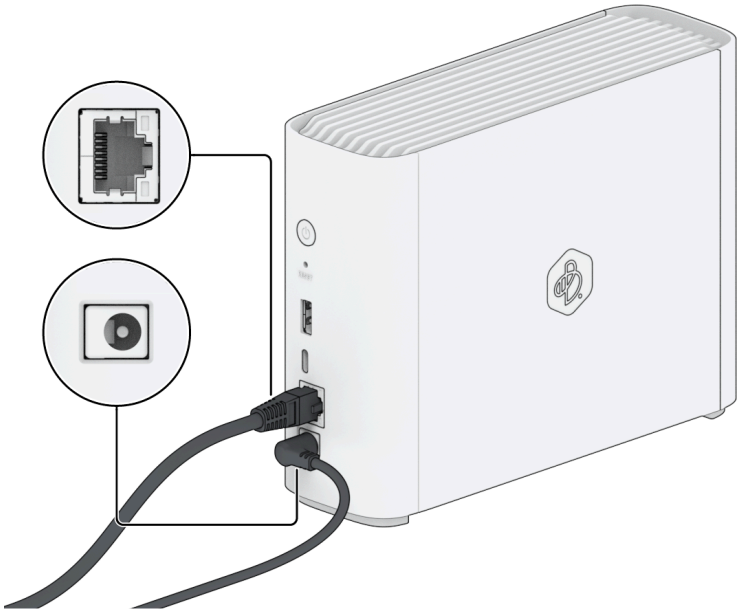
Chapter 2: Initial System Setup

2.1 Start Up Your BeeStation Plus

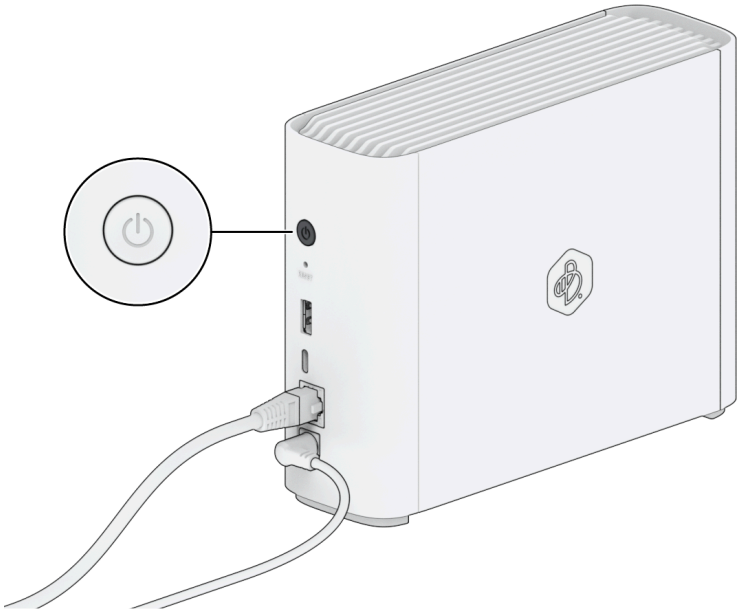
1. Scan the QR code on the Quick Start Guide or enter the URL (portal.bee.synology.com/setup) into a web browser. Follow the instructions to finish the initial setup.



2. Use an Ethernet cable to connect the BeeStation Plus to your switch, router, or hub.
3. Snap the provided plug adapter to the AC power adapter. Note that the plug adapter included with your BeeStation Plus may differ based on your region.
4. Connect one end of the AC power adapter to the power port of your BeeStation Plus, and the other end to the power outlet.



5. Press the power button to turn on the BeeStation Plus.



6. Wait until the front indicator turns static orange.
7. Enter the serial number. Skip this step if you started the setup by scanning the QR code on the Quick Start Guide.
8. Press the power button for 4 seconds and release it when you hear a beep sound.[1]
9. Name your BeeStation Plus. Your BeeStation Plus is now ready to go.

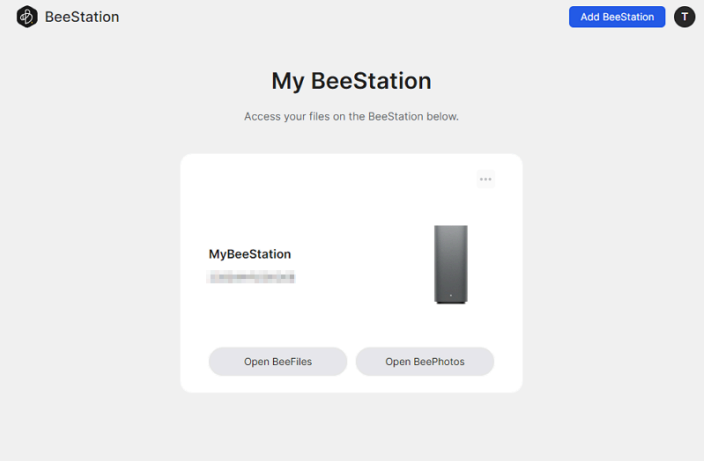
Notes:

1. BeeStation Plus may perform an update automatically at this time. Please ensure a stable power supply and network connection during the update. The BeeStation Plus may automatically restart, which is normal behavior.

Chapter 3: Access Your BeeStation Plus

3.1 Access from Web Browser

1. Go to portal.bee.synology.com (http://portal.bee.synology.com) .
2. Sign in with your Synology Account.
3. Hover over your BeeStation Plus and select either of the following:
    - To store and access files on BeeStation Plus, click **Open BeeFiles**.
    - To back up and view photos on BeeStation Plus, click **Open BeePhotos**.



3.2 Access from Mobile Devices

1. Scan the QR code to download the BeeStation Plus mobile apps:

    a. BeeFiles

Google Play



App Store



Download Center

b. BeePhotos



Google Play



App Store

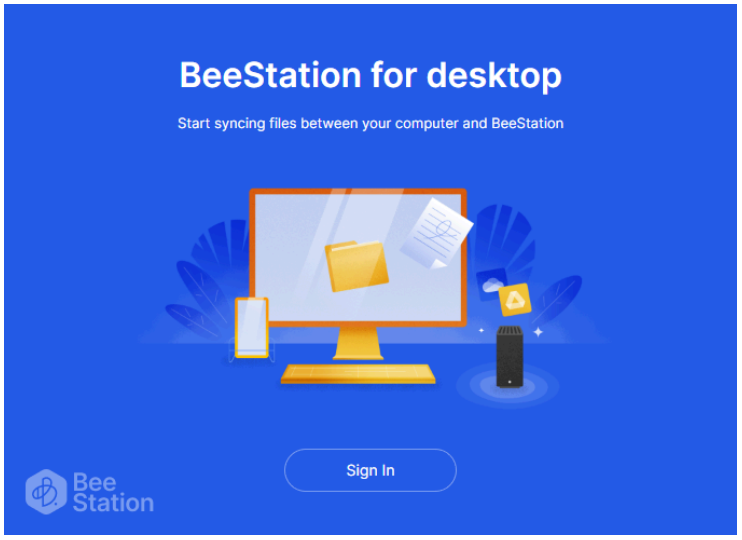


Download Center

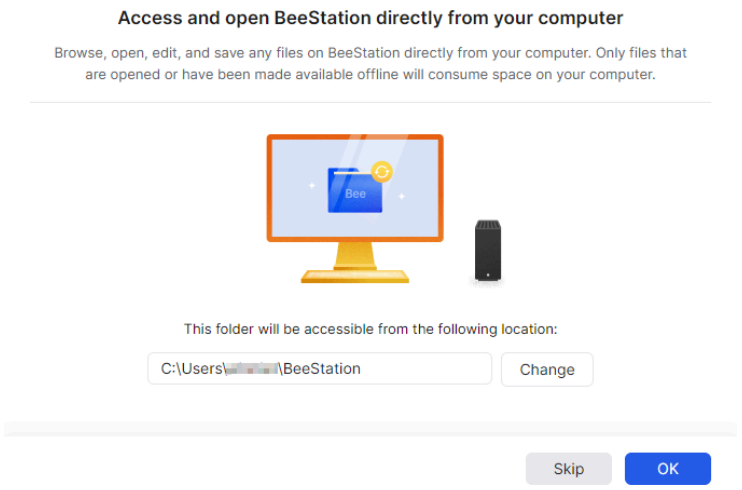
2. Open the app and sign in with your Synology Account.
3. Select your BeeStation Plus.

3.3 Access from Desktop

1. Download and install BeeStation for desktop from the Download Center.
2. Open BeeStation for desktop and sign in with your Synology Account.



3. Follow the instructions and click **OK**.



4. The folder containing all the files in **My Files** will open in File Explorer or Finder.

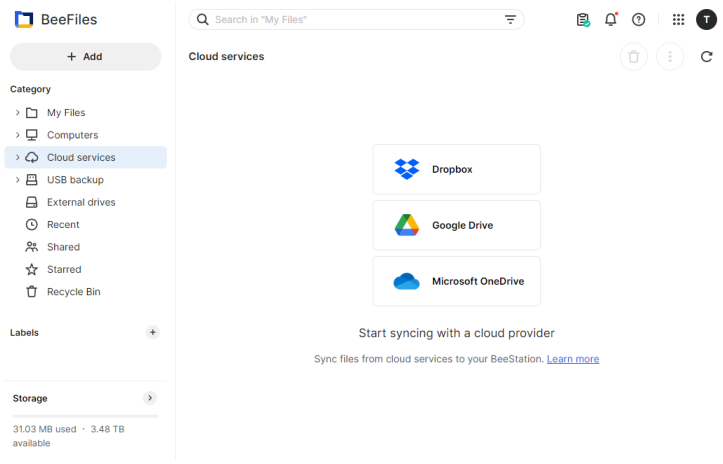
Chapter 4: Add and Organize Files

4.1 Upload and Organize Files

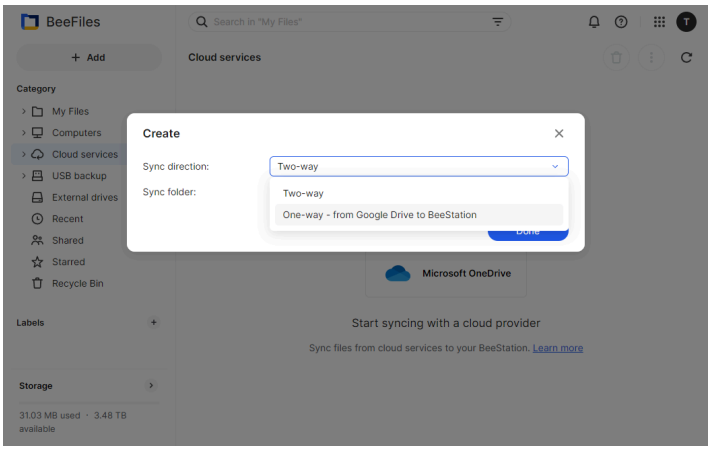
1. Open BeeFiles.
2. Go to **My Files**, click **Add** to create a new folder or upload files/folders. You can also upload files/folders by dragging and dropping them.
3. To manage a file/folder, right-click on it and select an action.

4.2 Sync with Cloud Services

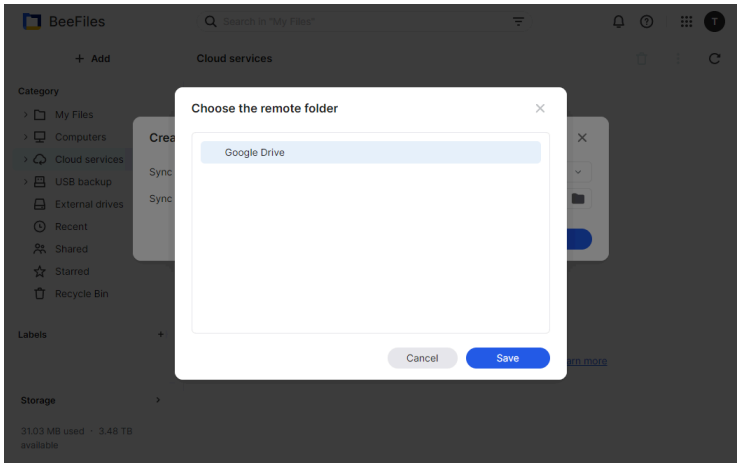
1. Open BeeFiles.
2. Go to **Cloud services**, select the cloud service you want to sync with.



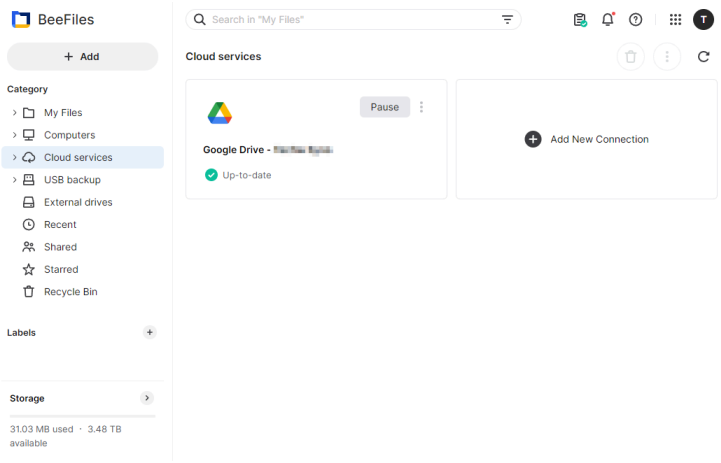
3. Sign in to your cloud service account.
4. Select the sync direction:
   - **Two-way**: Ensures that changes on both sides are synced.
   - **One-way - from Dropbox/Google Drive/Microsoft OneDrive to BeeStation**: Retains a copy of the files from the cloud service.



5. Select the folder you want to sync. By default, all the folders will be selected.

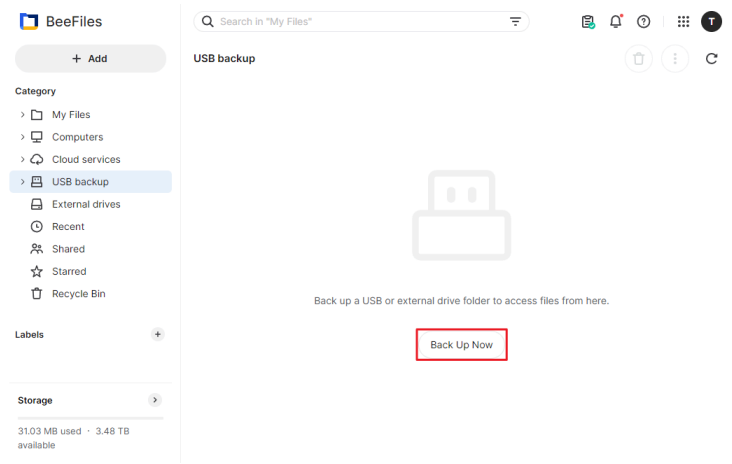


6. Click **Done** and the sync folder will be created.

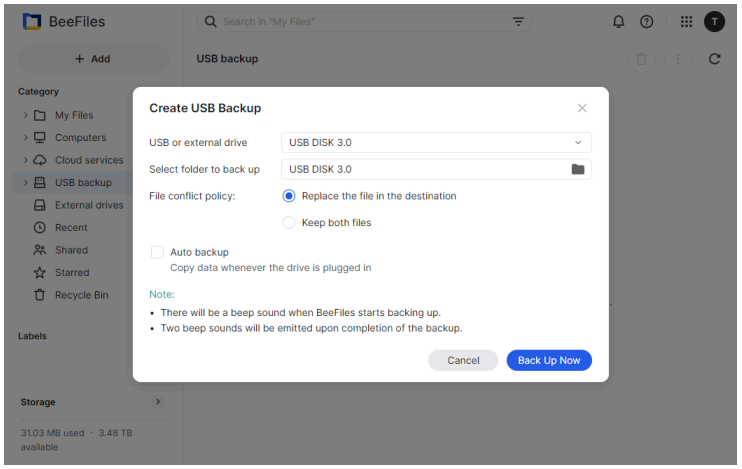


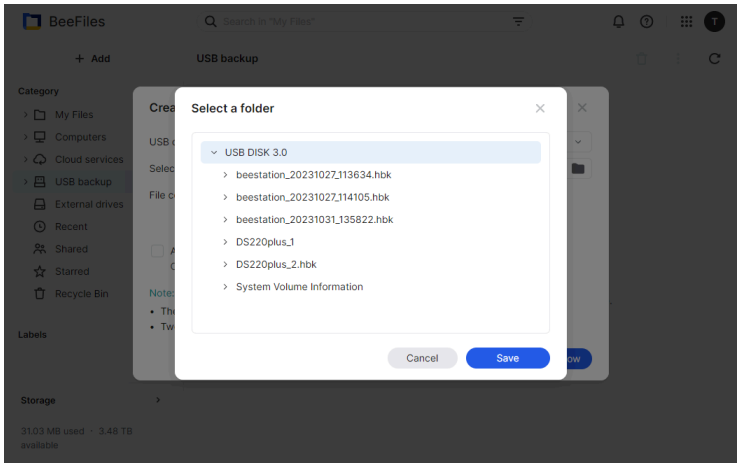
4.3 Back Up Files from USB Drives

1. Insert a USB drive into the USB slot on your BeeStation Plus.
2. Go to **USB backup**, and click **Back Up Now**.



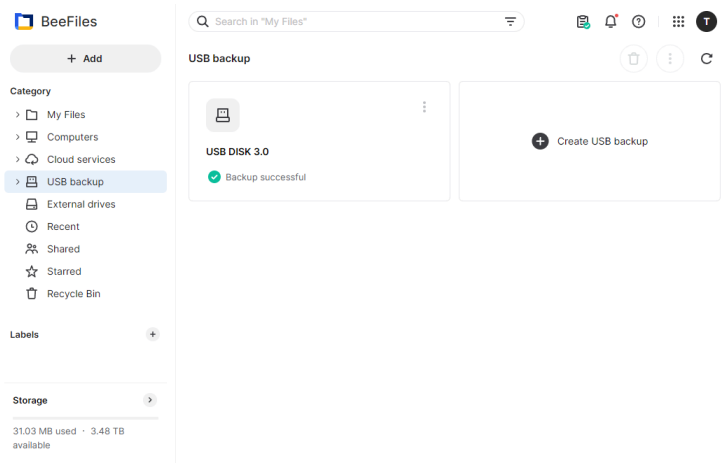
3. Select the USB drive and the folder you want to back up. By default, all the folders will be selected.





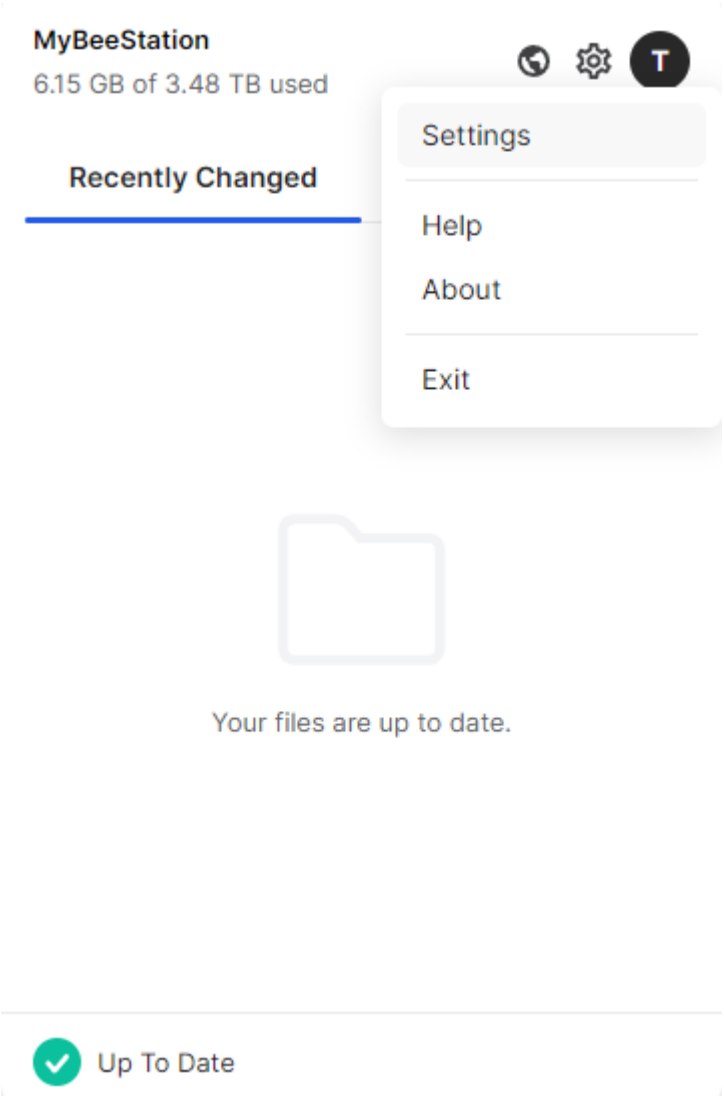
4. Choose how to handle file conflicts:
    - **Replace the file in the destination**: Overwrites the existing file with the new one.
    - **Keep both files**: Retains the original file and renames the new one with a suffix.

5. To automatically back up modified files whenever the USB drive is inserted, select **Auto backup**.
6. Click **Back Up Now** and the backup folder will be created.

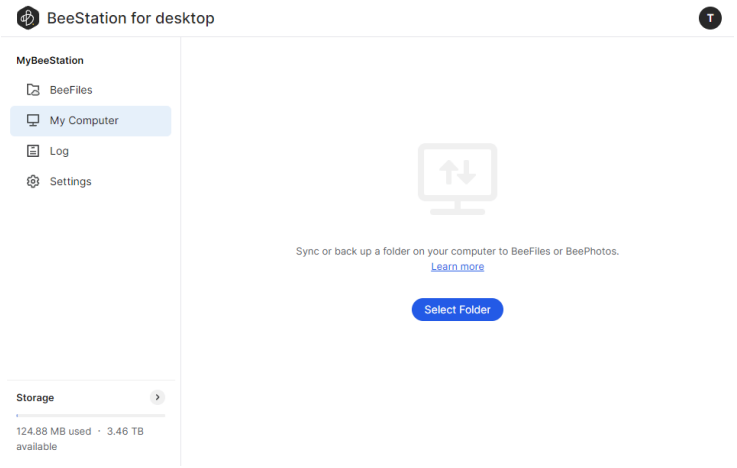


4.4 Sync or Back Up Files from Your Computer to BeeStation Plus

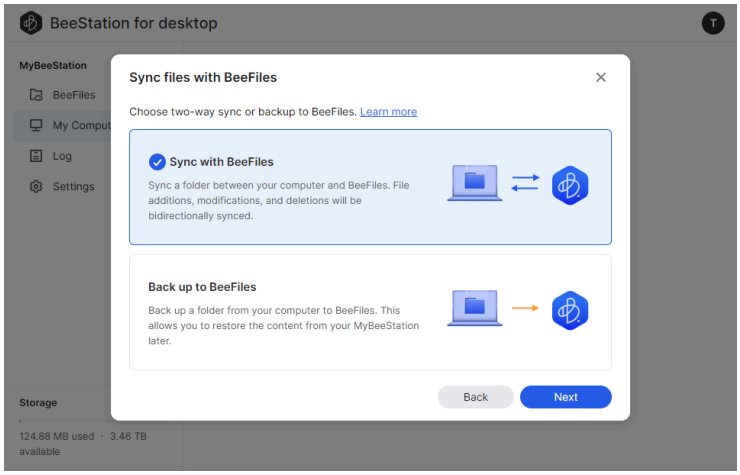
1. Open BeeStation for desktop, click the **Settings** icon. Then, click **Settings** to open the main window.



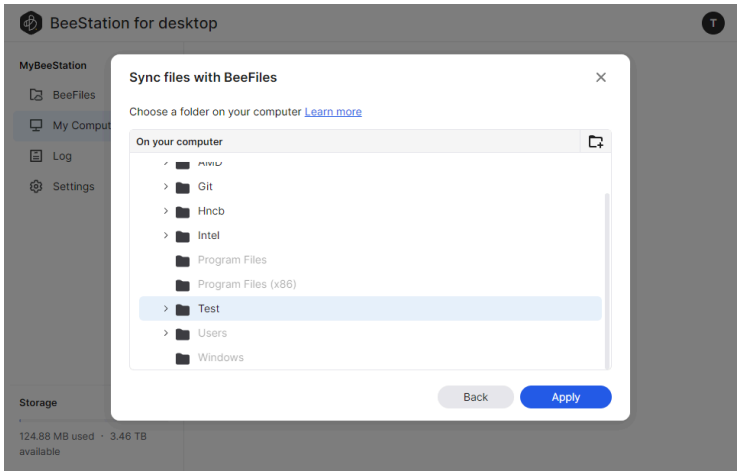
2. In the **My Computer** tab, click **Select Folder**.



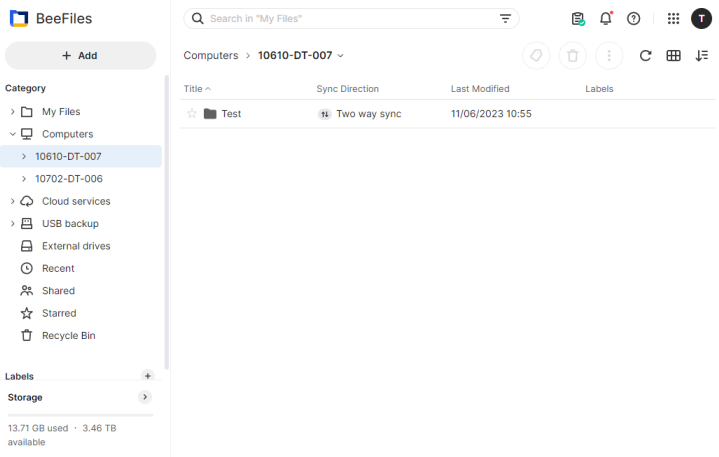
3. Select **BeeFiles**.
4. Select two-way sync or backup to BeeFiles.



5. Select the folder on your computer that you want to sync or back up.



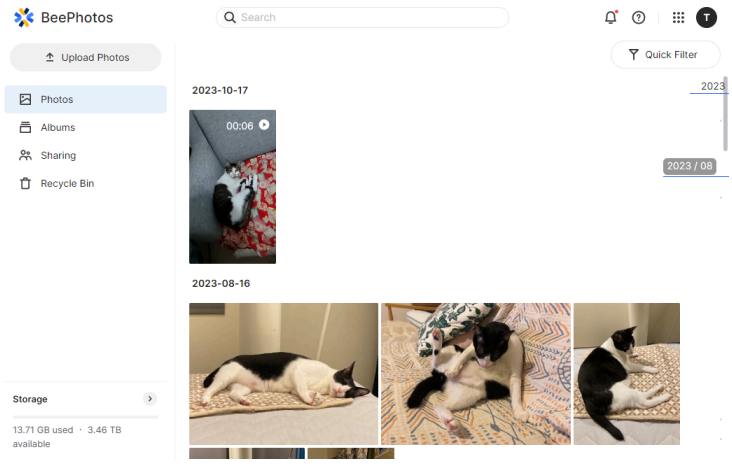
6. Click **Apply** to start syncing or backing up. You can check the results by going to **BeeFiles** web portal > **Computers**, double-click the folder named after your computer.



Chapter 5: Back Up and Browse Photos

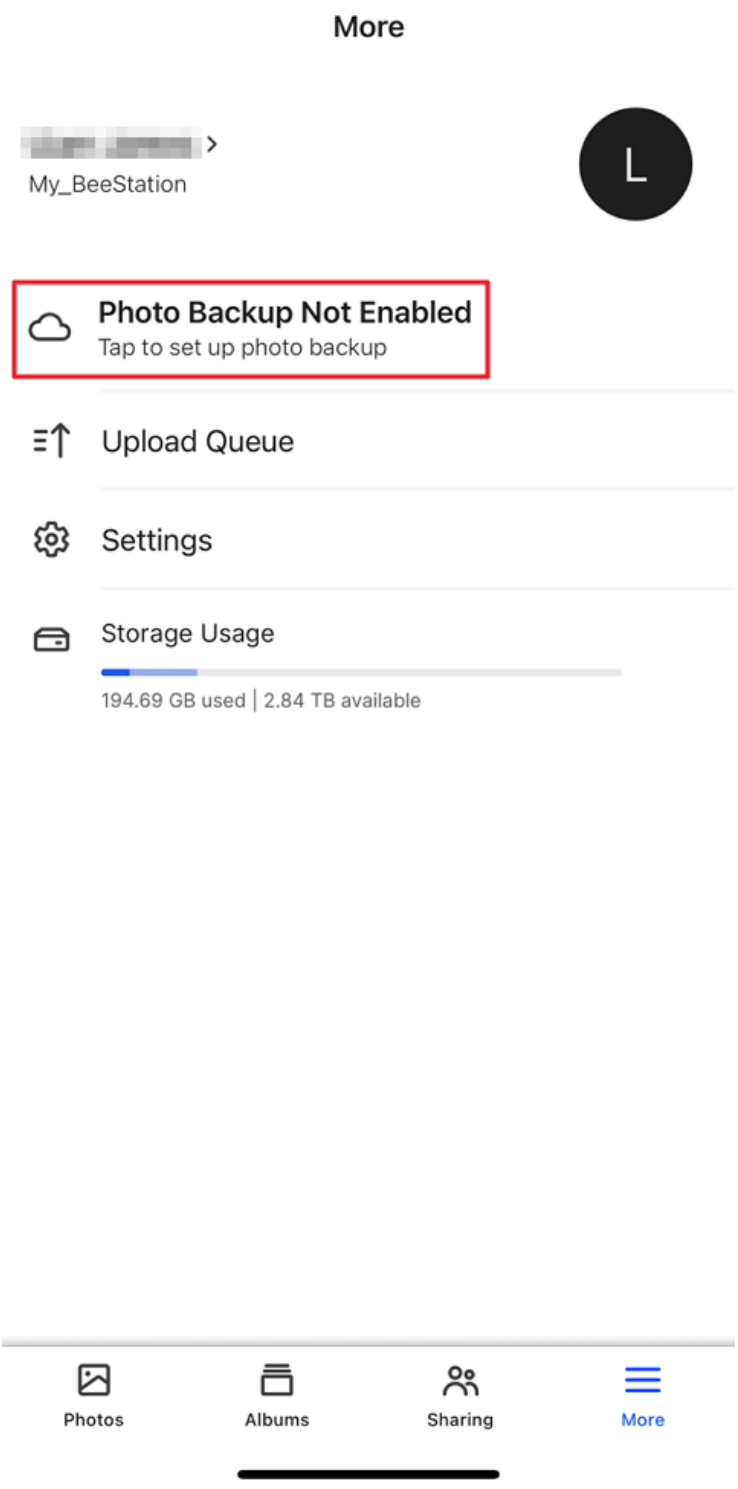
5.1 Upload Photos

1. You can upload photos to BeeStation Plus using the following methods:
    - On BeePhotos web, drag and drop the photos into the browser or click **Upload Photos**.
    - On the BeePhotos mobile app, go to **Photos**, tap the ··· icon and select **Upload**.
2. The photos will display in the timeline based on when they were taken.

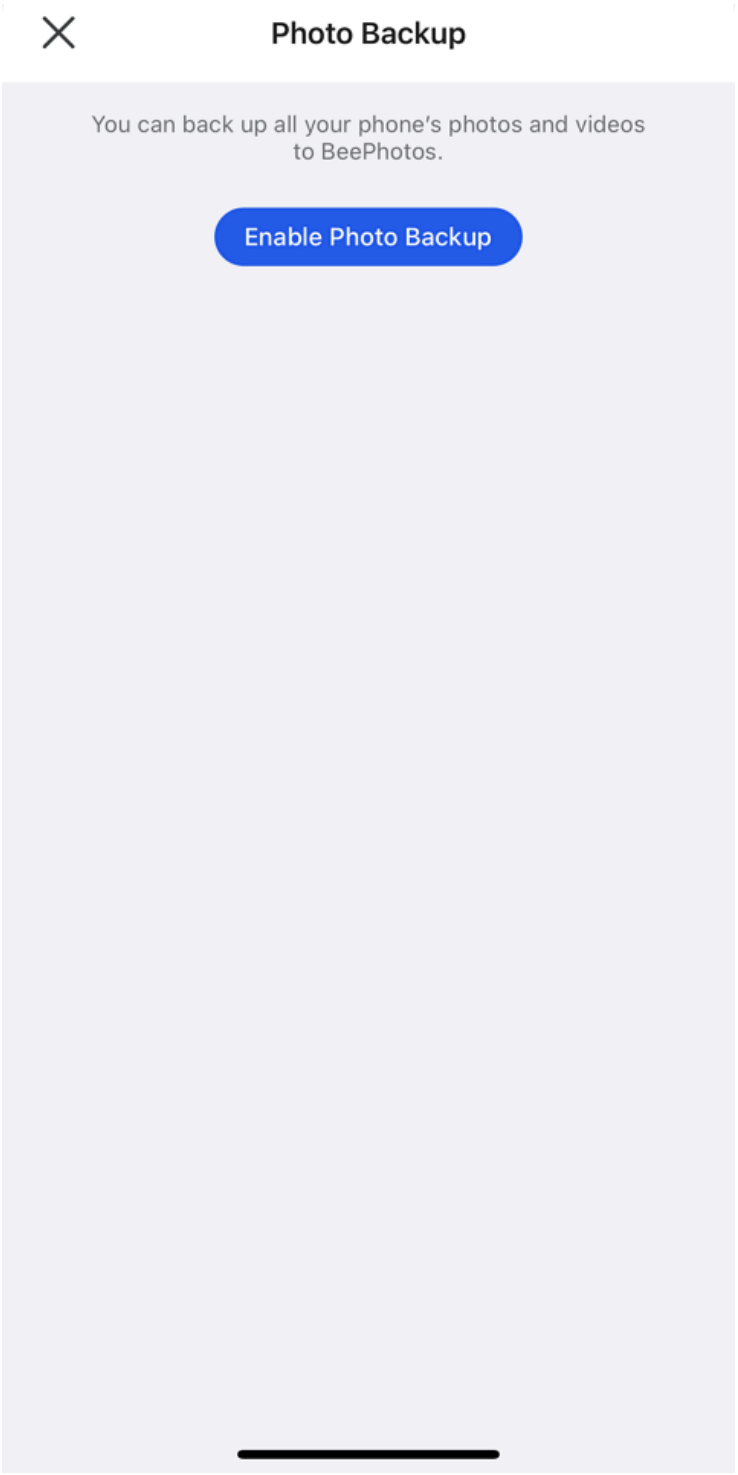


5.2 Back Up Photos from Your Mobile Devices

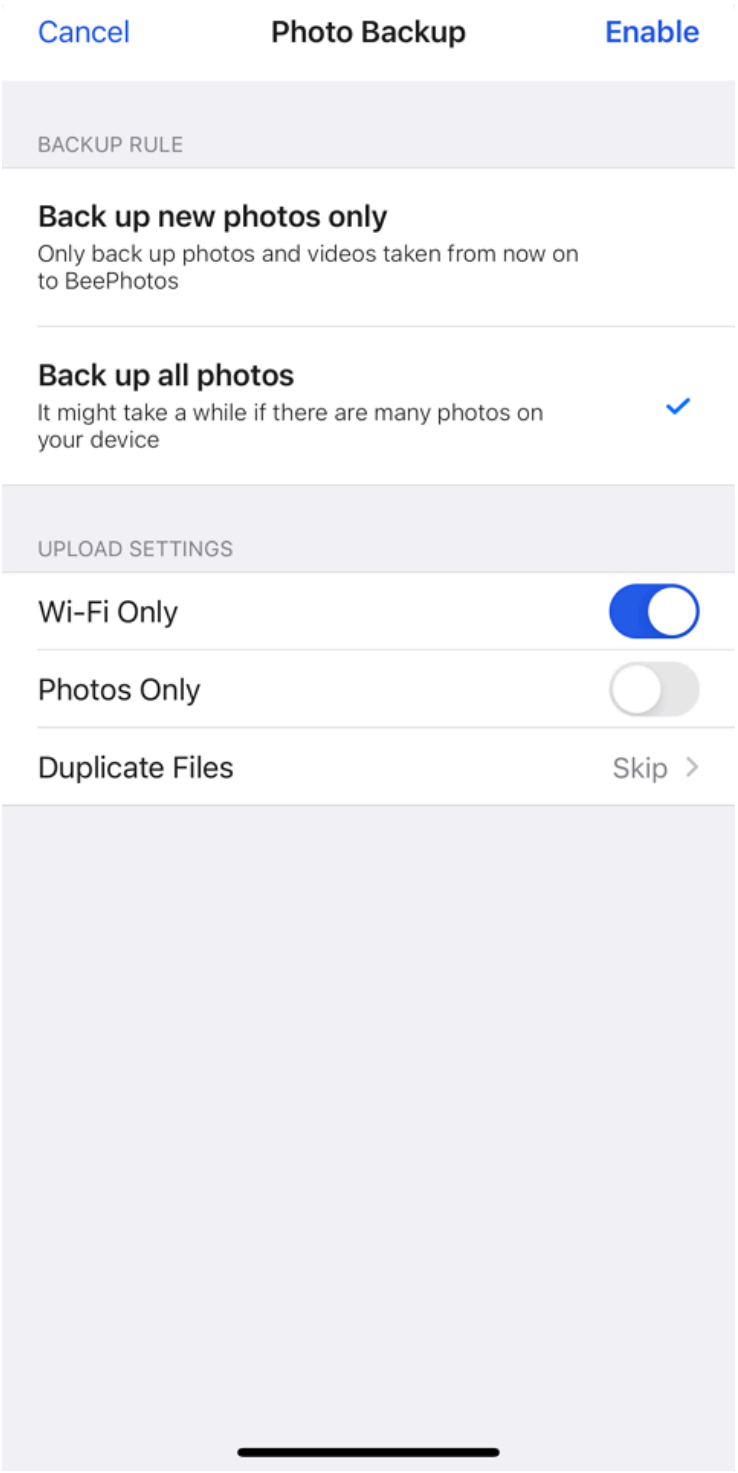
1. Open **BeePhotos** on your mobile device.
2. In the **More** tab, tap the cloud icon.



3. Tap **Enable Photo Backup**.

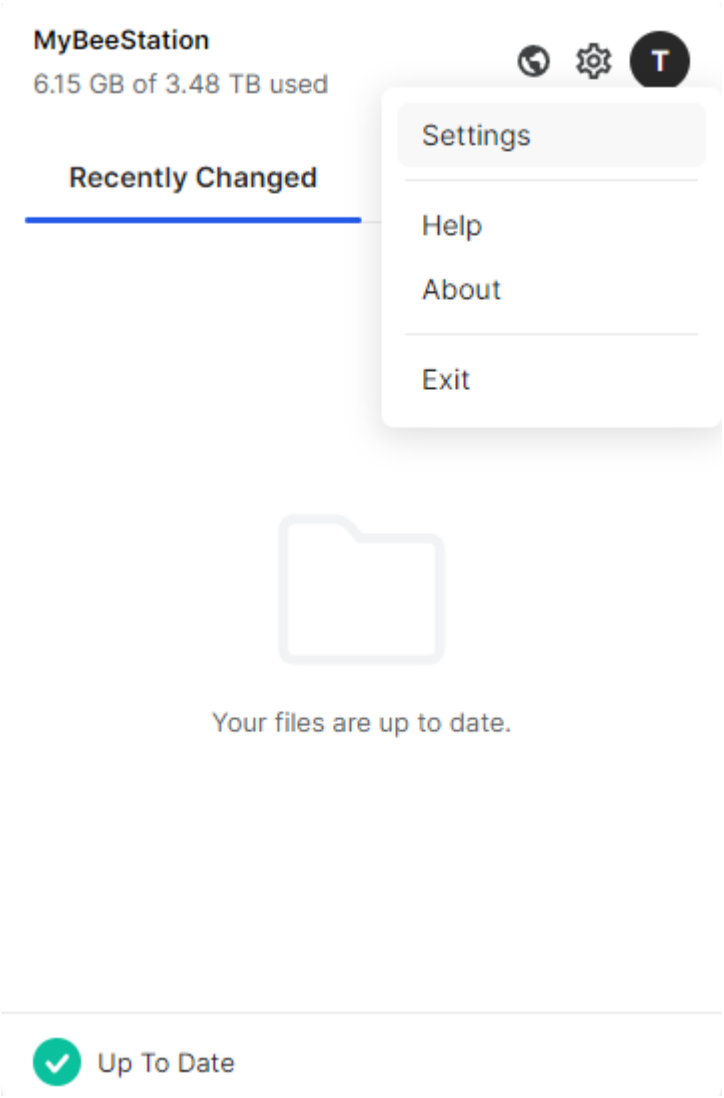


4. If you want to upload only new photos taken from this point forward, select **Back up new photos only**. Alternatively, choose **Back up all photos** to backup all the photos on your phone. Tap **Enable** to start the backup.

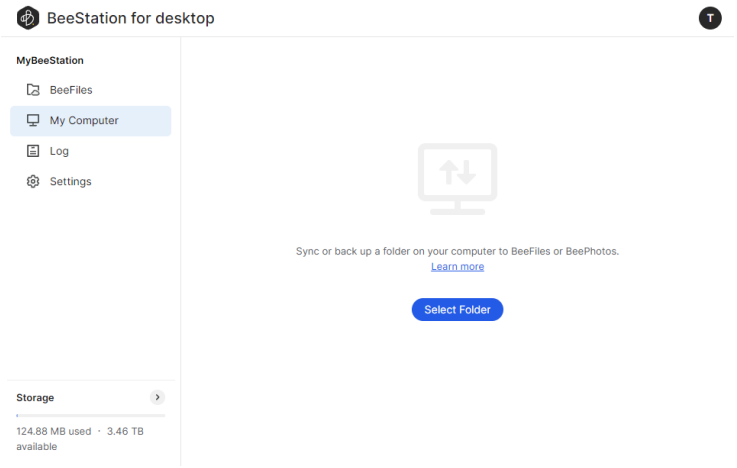


5.3 Back Up Photos from Your Computer

1. Open BeeStation for desktop, click the **Settings** icon. Then, click **Settings** to open the main window.

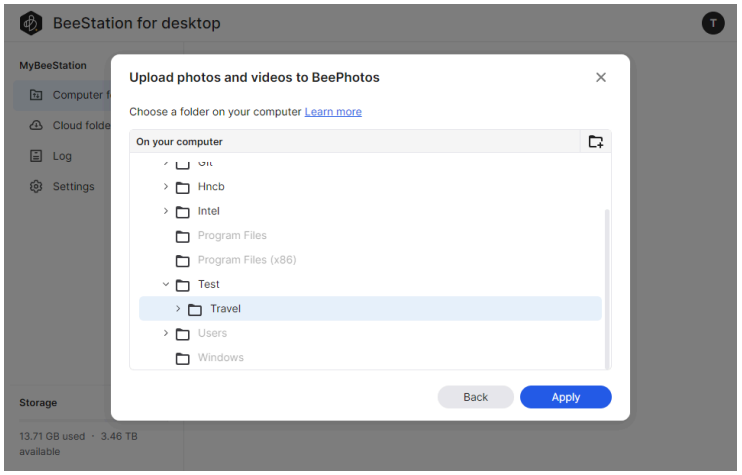


2. In the **My Computer** tab, click **Select Folder**.



3. Select **BeePhotos**.

4. Select the folder on your computer that you want to back up.



5. Click **Apply** to start the backup. You can check the results by going to BeePhotos app or web.

5.4 Create and Share Albums

With BeePhotos, you can create albums to arrange photos your way and share them with others.

1. Go to **Albums**.
2. Click **Create Album**. To select specific photos to add to the album, choose **Select photos to create album**. If you prefer the photos to be automatically added based on your specified criteria, select **Set conditions to create album**. The latter option is only supported on BeePhotos web.
3. Follow the instructions to create the album.
4. Hover over the album, click the ⋮ icon > **Share** to generate a share link and share it with others.

5.5 Cast Photos on TV

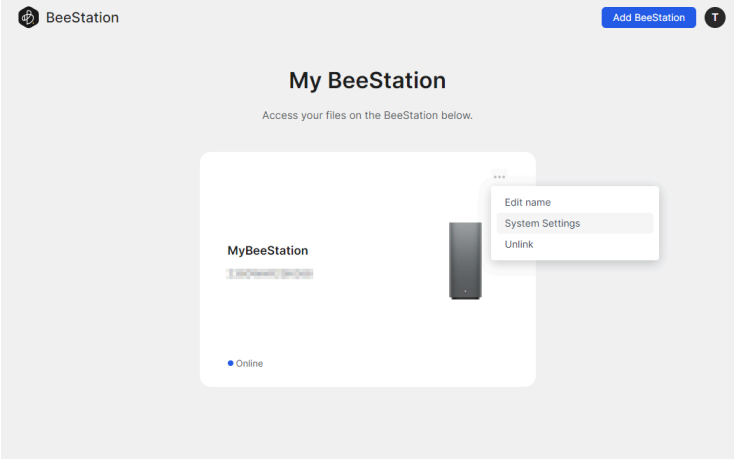
The BeePhotos mobile app supports casting photos via AirPlay or Chromecast. Follow the steps below as needed:

- For AirPlay: Ensure your AirPlay device is connected to the same Wi-Fi network as your mobile device. Then, open **Control Center**, tap **Screen Mirroring**, and select your AirPlay device.
- For Chromecast: Ensure your Chromecast device is set up and connected to the same Wi-Fi network as your mobile device. Open a photo, tap the cast icon, and select your Chromecast device.

Chapter 6: System Settings

In **System Settings**, you can invite users, back up your BeeStation Plus, check software status, and enable local access.

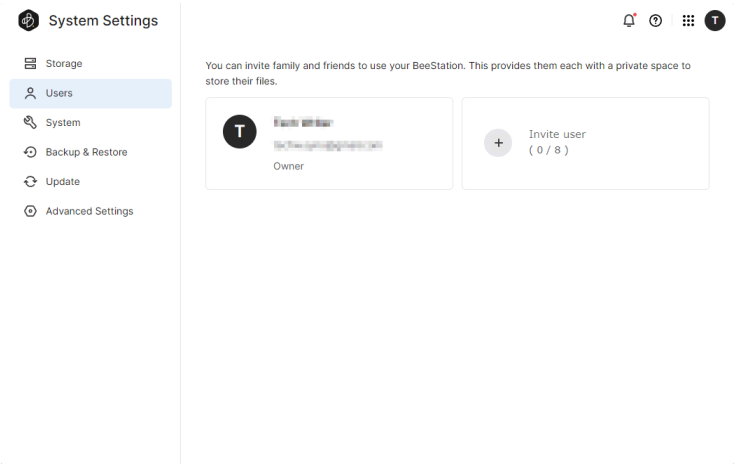
1. Go to portal.bee.synology.com.
2. Sign in with your Synology Account.
3. Click the ··· icon > **System Settings**.



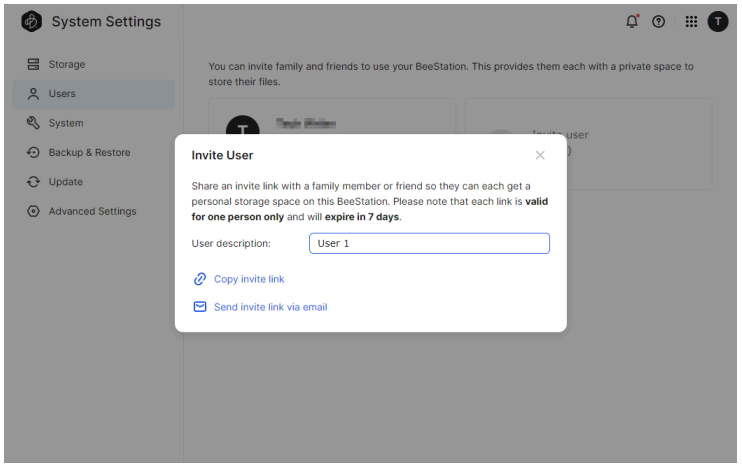
6.1 Invite Users

You can invite up to 8 individuals to use your BeeStation Plus storage space. Their files will be kept separate from each other.

1. Go to **Users**, and click **Invite user**.



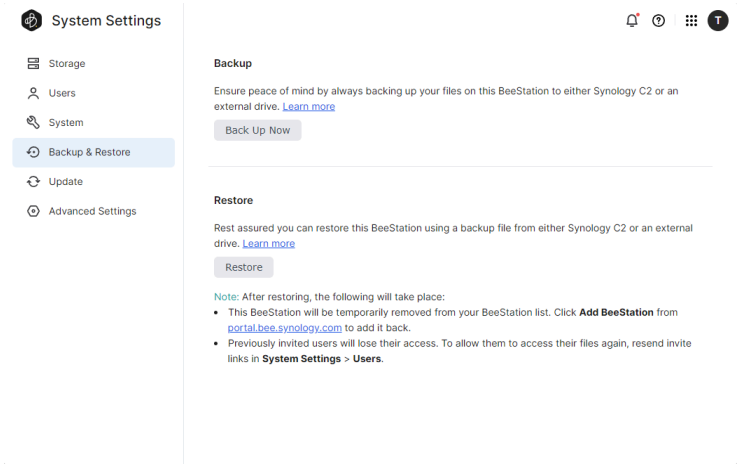
2. Copy the invite link and forward it to the person you're inviting.



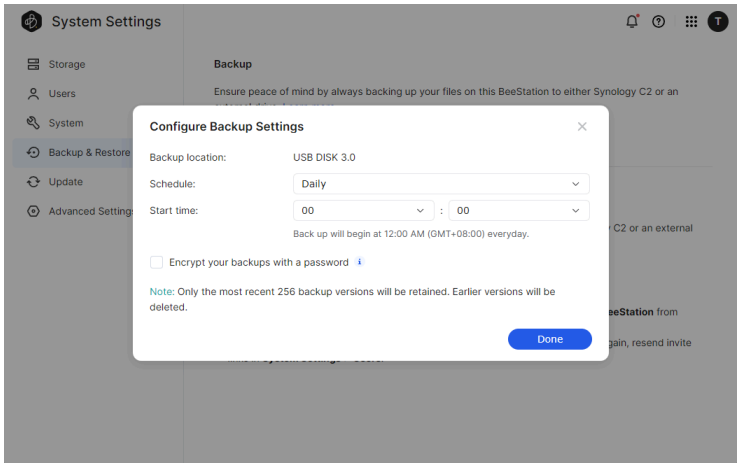
3. Once invitees click the link, they can sign in to your BeeStation Plus with their Synology Account. They will be added to the user list.

6.2 Back Up Your BeeStation Plus

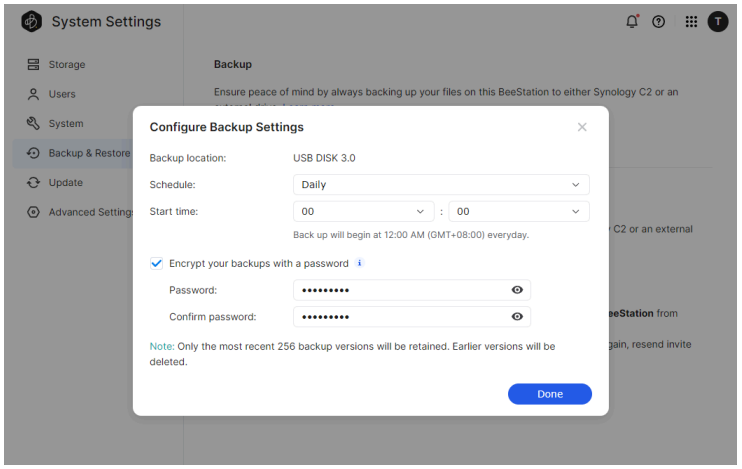
1. Go to **Backup & Restore**, and click **Back Up Now**.



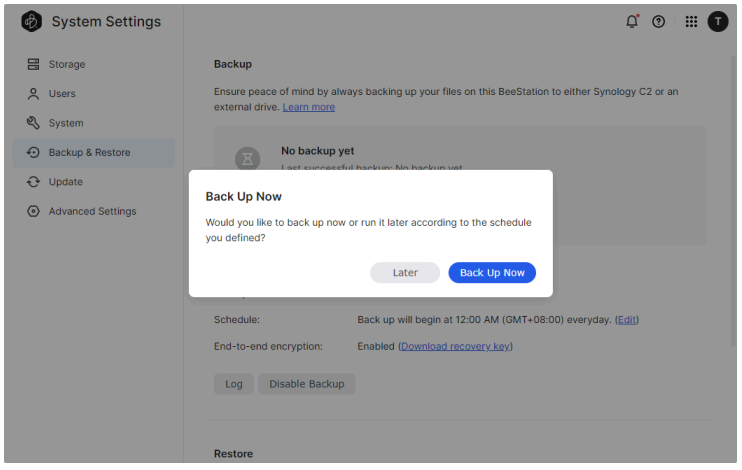
2. Select either **Synology C2 Storage** or **External drive** as the backup location. Note that a subscription is required for Synology C2 Storage.
3. You can schedule backups on a **Daily** or **Weekly** basis, and specify the start time.



4. If you want to secure your backups, select **Encrypt your backups with a password** and enter the password. Make sure to remember the password and store the recovery key generated.



5. Click **Done**, and select **Back Up Now** to start backing up your BeeStation Plus. You can restore the files and settings from the **Restore** section whenever needed.



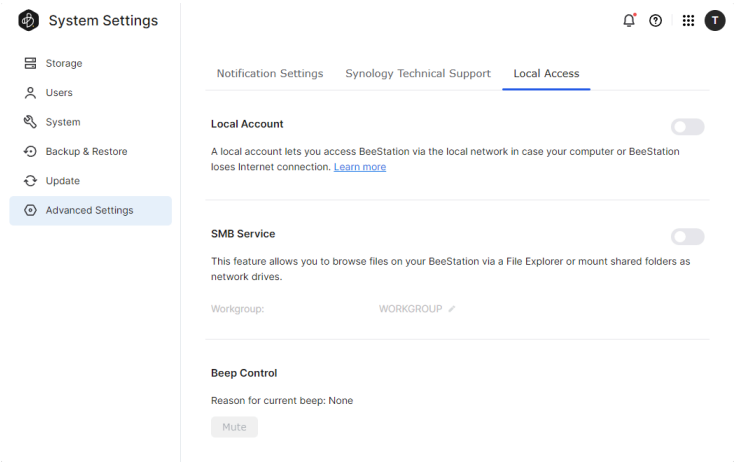
6.3 Software Update

In **Update**, you can view the software status and version of your BeeStation Plus. Enabling **Keep my BeeStation up to date** will automatically download new updates whenever they are available.

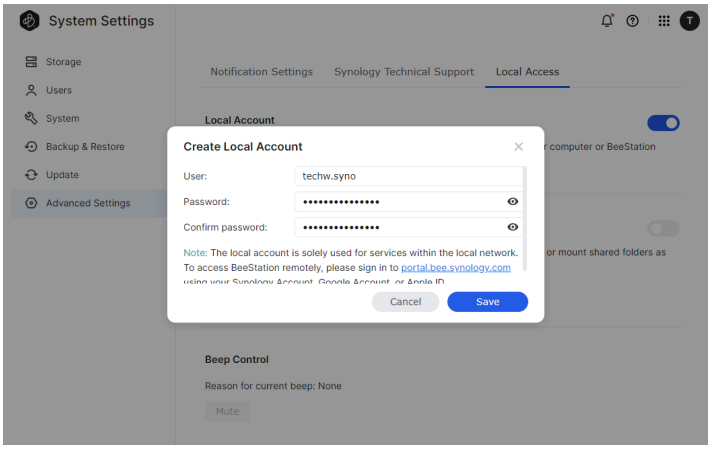
6.4 Set Up Local Access

After setting up local access, you can access BeeStation Plus within your local network in various ways.

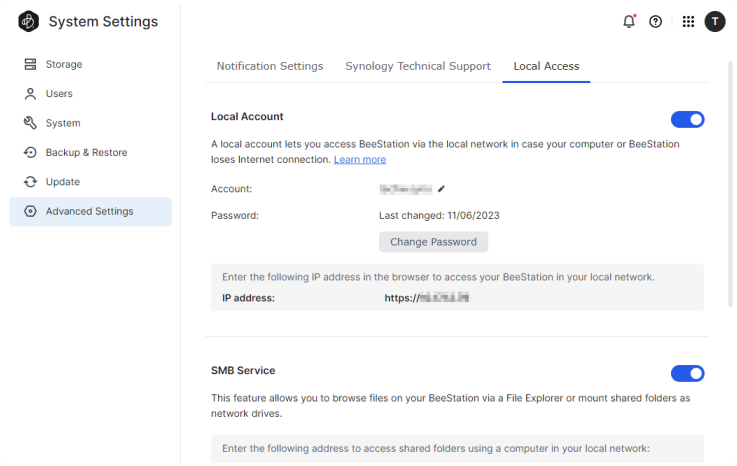
1. Go to **Advanced Settings** > **Local Access**.



2. Enable **Local Account** and **SMB Service**.
   a. Toggle on **Local Account** and create a local account.



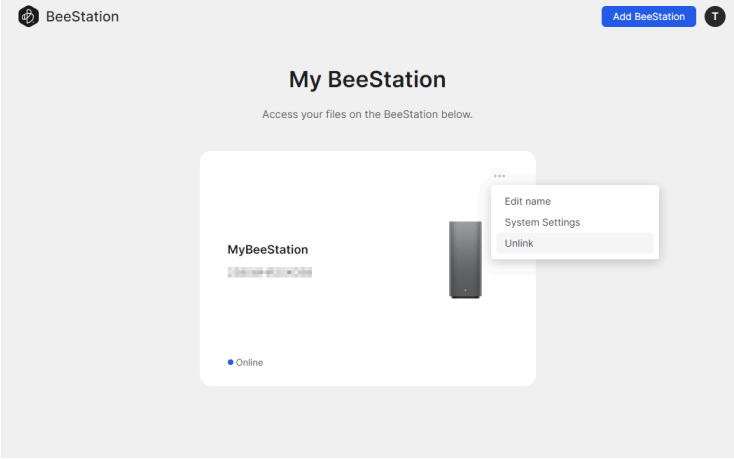
   b. Toggle on **SMB Service**.
3. You can now access your BeeStation Plus using the local account.

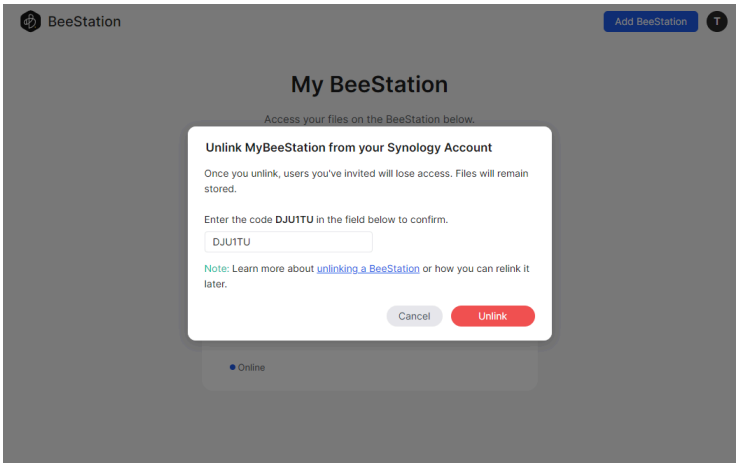

System Settings
Storage
Users
System
Backup & Restore
Update
Advanced Settings
Notification Settings
Synology Technical Support
Local Access
Local Account
A local account lets you access BeeStation via the local network in case your computer or BeeStation loses Internet connection. Learn more
Account:
Password:
Last changed: 11/06/2023
Change Password
Enter the following IP address in the browser to access your BeeStation in your local network.
IP address:
https://
SMB Service
This feature allows you to browse files on your BeeStation via a File Explorer or mount shared folders as network drives.
Enter the following address to access shared folders using a computer in your local network:

Chapter 7: Unlink BeeStation Plus

7.1 Unlink via BeeStation Plus Web Portal

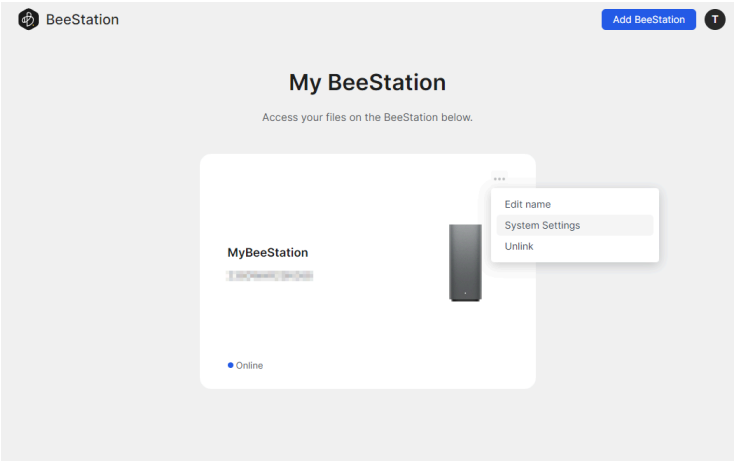
1. Go to portal.bee.synology.com.
2. Sign in with your Synology Account.
3. Click the ··· icon and select **Unlink**. Enter the code displayed to unlink the BeeStation Plus from your Synology Account.



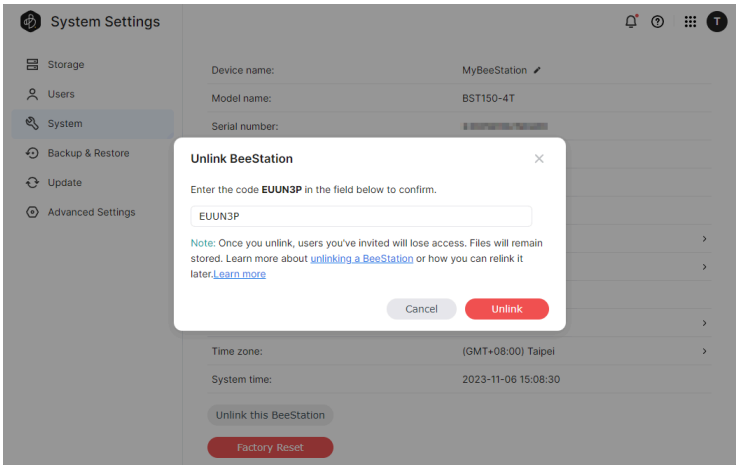


7.2 Unlink via BeeStation Plus System Settings

1. Go to portal.bee.synology.com.
2. Sign in with your Synology Account.
3. Click the ··· icon and select **System Settings**.



4. Go to **System**, click **Unlink this BeeStation** and enter the code displayed to unlink the BeeStation Plus from your Synology Account.



Notes:

1. Unlinking BeeStation Plus will not remove all the data stored in it. For complete data deletion, click **Factory Reset**.

Chapter 8: Troubleshooting

Refer to the following FAQ for troubleshooting common issues when using BeeStation Plus:

- Starting up
  - I can't add BeeStation to my Synology Account. What can I do?
- Hardware
  - What do the different BeeStation statuses indicate through LED lights?
  - What can I do if BeeStation encounters storage related issues?
- Access
  - Frequently asked questions about Synology Account access issues
  - How to access BeeStation within the local network

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Section 17. Applicable Law. Unless expressly prohibited by local law, this EULA is governed by and construed in accordance with the laws of the country, in accordance with which Synology Inc. was organized without regard to any conflict of law principles to the contrary.

Section 18. Dispute Resolution. Any dispute, controversy or claim arising out of or relating to this EULA will be resolved exclusively and finally by arbitration conducted by three neutral arbitrators in accordance with the procedures of the Arbitration Law and related enforcement rules of the country in which Synology Inc. was organized. In such cases, the arbitration will be limited solely to the dispute between you and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall take place in Taipei and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese. The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. You understand that, in the absence of this provision, you would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and you expressly and knowingly waive those rights and agree to resolve any disputes through binding arbitration in accordance with the provisions of this Section 18. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this EULA relating to Synology's intellectual property rights.

Section 19. Attorneys' Fees. In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this EULA, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

Section 20. Severability. If any provision of this EULA is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this EULA will remain in full force and effect.

Section 21. Entire Agreement. This EULA sets forth the entire agreement of Synology and you with respect to the Software and the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements whether written or oral. No amendment, modification or waiver of any of the provisions of this EULA will be valid unless set forth in a written instrument signed by the party to be bound thereby.

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THIS LIMITED WARRANTY ("WARRANTY") APPLIES TO THE PRODUCTS (AS DEFINED BELOW) OF SYNOLOGY, INC. AND ITS AFFILIATES, INCLUDING SYNOLOGY AMERICA CORP, (COLLECTIVELY, "SYNOLOGY"). YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS OF THIS WARRANTY BY OPENING THE PACKAGE CONTAINING AND/OR USING THE PRODUCT. PLEASE BE ADVISED THAT THIS LIMITED WARRANTY DOES NOT APPLY TO THE SOFTWARE CONTAINED IN THE PRODUCTS WHICH SHALL BE SUBJECT TO ITS END USER LICENSE AGREEMENT, AND THAT SYNOLOGY RESERVES THE RIGHT TO MAKE ADJUSTMENTS AND/OR MODIFICATION TO THIS PRODUCT WARRANTY FROM TIME TO TIME WITHOUT PROVIDING PRIOR NOTICE TO YOU. IF YOU DO NOT AGREE TO THE TERMS OF THIS WARRANTY, DO NOT USE THE PRODUCT. INSTEAD, YOU MAY RETURN THE PRODUCT TO THE RESELLER WHERE YOU PURCHASED IT FOR A REFUND IN ACCORDANCE WITH THE RESELLER'S APPLICABLE RETURN POLICY.

PLEASE NOTE THAT SYNOLOGY'S WARRANTY SUPPORTS ARE NOT AVAILABLE IN EVERY COUNTRY, AND THAT SYNOLOGY MAY REFUSE TO PROVIDE THIS LIMITED WARRANTY SUPPORTS TO YOU IF YOU REQUEST SUCH SUPPORTS NOT AT THE COUNTRY AT WHICH THE PRODUCT WAS ORIGINALLY PURCHASED. THE COUNTRY AT WHICH THE PRODUCT WAS ORIGINALLY PURCHASED SHALL BE DETERMINED BASED ON THE SYNOLOGY'S INTERNAL RECORDS.

Local Consumer Protection Laws. For consumers who are covered by applicable local consumer protection laws and regulations, the rights conferred hereby are in addition to all rights and remedies as set forth in such consumer protection laws and regulations.

Section 1. Products

(a) "Products" refer to New Products or Refurbished Products.

(b) "New Product" means the Synology-branded hardware product and Synology-branded accessories contained in the original packaging Customer bought from an authorized Synology distributor or reseller. You may see our "New Product" at Product Support Status.

(c) "Refurbished Product" means all Synology products which have been refurbished by Synology's affiliate or an authorized Synology distributor or reseller, not including those sold as "as is" or with "no warranty" by anyone.

(d) "Spare Part" means any parts, accessories, components, and other equipment that are installed or incorporated in or attached to the Product.

(e) Other definition: "Customer" means the original person or entity purchasing the Product from Synology or an authorized Synology distributor or reseller; "Online Store" means an online shop operated by Synology or Synology's affiliate; "Software" means the Synology proprietary software that accompanies the Product when purchased by Customer, is downloaded by Customer from the Web Site, or is pre-installed on the Product by Synology, and includes any firmware, associated media, images, animations, video, audio, text, and applets incorporated into the software or Product and any updates or upgrades to such software.

Section 2. Warranty Period

(a) "Warranty Period": The warranty period commences on the purchase date is shown on the purchase receipt or invoice to be presented by Customer and ending at the day after the end of the Warranty Period for each New Product. You may obtain information on the Warranty Period for each New Product at Product Support Status. For Spare Part, Warranty Period under normal use is one year (five years for system drives) from the date the Product was purchased. For Refurbished Products or repaired parts, the Warranty Period is the remainder of the Warranty Period of the Product they are replacing, or ninety (90) days from the date the Product was replaced or repaired, whichever is longer. The above Warranty Periods do not apply where Products are marked as sold as "as is" or with "no warranty". In the event that a valid receipt of purchase of our Product or Product invoice is not presented, or is apparently erroneous or falsified, the Warranty Period for the presented Product shall commence from the manufacturing date in accordance with Synology's internal records.

(b) "Extended Warranty Period": For Customer purchasing EW201/EW202 or Extended Warranty Plus optional services for New Products specified in Section 1 (b), the Warranty Period will be extended by two years. For EW201/EW202, you may see the applicable Product models and available regions at EW201/EW202 Extended Warranty. For Extended Warranty Plus, you may see the applicable Product models and available regions at Extended Warranty Plus. Customer can only choose either of the optional services.

(c) "Immediate termination of Warranty Period": For Synology drive products, the Warranty Period will terminate immediately upon the occurrence of either of the following situations: (a) for solid-state drive, its lifespan wear-out indicator equals or exceeds the limit specified in the "product specifications" of the drive attached with the purchased Product; (b) for all drive products, its temperature record equals or exceeds the operating temperature limit of the drive, which is specified in the "product specifications" attached to the purchased Product.

Section 3. Limited Warranty and Remedies

3.1 Limited Warranty. Subject to Section 3.2, Synology warrants to the Customer that each Product (a) will be free of material defects in workmanship and (b) under normal use will perform substantially in accordance with Synology's published specifications for the Product during the Warranty Period. Such limited warranty does not apply to the Software contained in the product or purchased by Customer which shall be subject to the accompanying end user license agreement provided with the Product. Synology provides no warranty for Refurbished Product sold as "as is" or with "no warranty".

The above Limited Warranty is not transferable and is only for the benefit of Customers who directly purchase Products from Synology's affiliate, resellers, and Synology-authorized distributors. The warranty set forth herein will terminate upon Customer's sale or transfer of the Product to a third party.

3.2 Exclusions. The foregoing warranties and warranty obligations do not apply to any Product that (a) has been installed or used in a manner not specified or described in the Product, specifications, or its related documents, or in any way misused, abused, or damaged; (b) has been damaged caused by accident, fire, liquid contact, earthquake, other external factor or product use in improper environment; (c) has been disassembled without authorization from Synology; or (d) with cosmetic damage caused by normal wear and tear or otherwise due to the normal aging of the Product, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship; (e) serial number has been removed or defaced from Product, resulting in not able to identify; (f) has been damaged or out of order because Customer fails to implement any correction, modification, enhancement, improvement or other update made available to Customer by Synology, or because Customer implements, installs or uses any correction, modification, enhancement, improvement or other update made available by any third party; (g) has been damaged, out-of-order, or incompatible due to installation or use with items not provided by Synology other than the hardware, software or other accessory for which the Product is designed.

Please note that each of the above situations shall be subject to the inspection and verification of the Product's appearance and functions by Synology. Synology may refuse to provide any warranty services, including but not limited to product repair, technical support, and product replacement as described in Section 3.3 to any Product under any of the above situations.

3.3 Warranty Support and Exclusive Remedy. If Customer gives notice of noncompliance with any of the warranties set forth in Section 3.1 within the applicable Warranty Period in the manner set forth below, then, upon verification of the noncompliance by Synology, Synology will, at Synology's option: (a) use commercially reasonable efforts to repair the Product, (b) provide technical support, or (c) replace the noncomplying Product or part thereof upon return of the complete Product in accordance with Section 3.4 The foregoing sets forth Synology's entire liability and Customer's sole and exclusive remedy for any breach of warranty under Section 3.1 or any other defect or deficiency in the Product. Customer will reasonably assist Synology to diagnose and validate any nonconformity with the Product. Please note that the warranty support does not apply to rescue of the data stored in Synology Product or its backup. Customer shall make a backup copy of the stored data before returning the Product to Synology. Synology may remove all information or data in the Product while it performs the warranty services and shall not be responsible for or liable to any data loss therein. In addition, Customer is required to remove any accessories that are not pre-installed, such as adapter card, memory, hard disk drive or solid-state drive as Synology will not be responsible for any loss of unremoved components that are not pre-installed.

3.4 Return. For warranty claims, the Customer must return the complete Product to Synology in accordance with this Section 3.4. Any returned Product which (a) has been disassembled (except under the direction of Synology); or from which (b) the serial number has been removed or defaced, causing inability to identify, or which (c) was damaged on the way of return because of improper packaging (including but not limited to scratches and deformation), will be refused and returned to Customer at Customer's expense. Any Product must be returned in the same condition as it was received from Synology to the address designated by Synology, freight pre-paid, in packaging sufficient to protect the contents thereof. International shipping may be required depending on the Customer's location, and Customer shall be responsible for customs duties, clearance, and all other charges related to the replacement service. Customer is responsible for insurance and risk of loss and/or damage with respect to returned items until they are properly received by Synology.

3.4.1 General Replacement Service. Any Product returned by Customer under Section 3.3 must be made in accordance with Synology's then-current replacement procedures with the purchase receipt or invoice. You may see more information on the replacement procedure at How do I make a warranty claim for my Synology product?

3.4.2 Extended Warranty Plus Service. (Only applicable to the Customer purchasing Extended Warranty Plus)
(a) Standard Direct Replacement service: Regarding Standard Direct Replacement service, the Customer must return the nonconforming Product recognized by Synology to the designated return service center at Customer's expense first. The replacement will not be shipped until the nonconforming Product is received at Synology's designated return service center.
(b) Advanced Direct Replacement service: Regarding Advanced Direct Replacement service, Synology will ship the replacement Product to the address specified by the Customer before the Customer returns the nonconforming Product. Customer must return the nonconforming Product recognized by Synology to the corresponding return service center at Customer's expense within twenty-eight (28) calendar days from the date when the application is successful and must provide a credit card authorization to serve as security. The credit card authorization will be

canceled after Synology has received the nonconforming Product returned by the Customer. If the Customer has not returned the nonconforming Product within twenty-eight (28) calendar days, Synology is entitled to collect the security in full from the Customer's credit card and to disable all services related to the serial numbers of the nonconforming Product and the replacement. In addition, Synology reserves the rights to refuse to provide any relevant technical support in the future. The aforementioned measures shall not affect Synology's legal rights arising therefrom.

3.5 Replacement of New Product or Refurbished Product by Synology. If Synology elects to replace any Product under this Warranty set forth in Section 3.1, then Synology will ship a replacement Product at Synology's expense via the shipping method selected by Synology after receipt of the nonconforming Product returned in accordance with Section 3.4 and validation by Synology that the Product does not conform to the warranty. Before the shipment of the Refurbished Product to the Customers, they have been verified to strictly comply with Synology's quality standard. Please note that part of the Refurbished Products would be with certain stain, scratches, or other minor wear and tear. In some countries, Synology may at its own discretion apply the Synology Replacement Service to certain Products, through which Synology will ship a replacement Product to Customer before its receipt of the nonconforming Product returned by Customer ("Synology Replacement Service").

3.6 Disclaimer of Warranties. THE WARRANTIES, OBLIGATIONS, AND LIABILITIES OF SYNOLOGY AND THE REMEDIES OF CUSTOMER SET FORTH IN THIS WARRANTY ARE EXCLUSIVE AND IN SUBSTITUTION FOR, AND CUSTOMER HEREBY WAIVES, RELEASES AND DISCLAIMS, ALL OTHER WARRANTIES, OBLIGATIONS AND LIABILITIES OF SYNOLOGY AND ALL OTHER RIGHTS, CLAIMS AND REMEDIES OF CUSTOMER AGAINST SYNOLOGY, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, WITH RESPECT TO THE PRODUCT, ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES DELIVERED UNDER THIS WARRANTY, INCLUDING, BUT NOT LIMITED TO ANY: (A) IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE; (B) IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE; (C) CLAIM OF INFRINGEMENT OR MISAPPROPRIATION; OR (D) CLAIM IN TORT (WHETHER BASED ON NEGLIGENCE, STRICT LIABILITY, PRODUCT LIABILITY OR OTHER THEORY). SYNOLOGY MAKES NO GUARANTEE AND SPECIFICALLY DISCLAIMS ANY WARRANTY THAT THE DATA OR INFORMATION STORED ON ANY SYNOLOGY PRODUCT WILL BE SECURE AND WITHOUT RISK OF DATA LOSS. SYNOLOGY RECOMMENDS THAT CUSTOMER TAKES APPROPRIATE MEASURES TO BACK UP THE DATA STORED ON THE PRODUCT. SOME STATES/JURISDICTIONS DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO CUSTOMER.

3.7 Extended Warranty Plus Limitations. (a) The Customer must complete the purchase of the Extended Warranty Plus Service within ninety (90) days following the original purchase date of the new Product. (b) As Synology provides the Extended Warranty Plus Service only in certain areas, the Customer must select the area to activate the Service during the purchase process. If the Customer requests Extended Warranty Plus Service from an area other than the selected area, Synology, at its sole discretion, may not provide Extended Warranty Plus Service; (c) Exceptions to coverage: The Extended Warranty Plus Service does not apply to overseas departments, overseas territories, overseas autonomous regions, and islands other than the main island of the countries and regions.

Section 4. Limitations of Liability

4.1 Force Majeure. Synology will not be liable for, or be considered to be in breach of or default under this Warranty on account of, any delay or failure to perform as required by this Warranty as a result of any cause or condition beyond its reasonable control (including, without limitation, any act or failure to act by Customer).

4.2 Disclaimer of Certain Damages. IN NO EVENT WILL SYNOLOGY OR ITS SUPPLIERS BE LIABLE FOR THE COST OF COVER OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY EVEN IF SYNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

4.3 Limitation of Liability. SYNOLOGY'S AND ITS SUPPLIERS' LIABILITY ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY IS LIMITED TO THE AMOUNT ACTUALLY PAID BY CUSTOMER FOR THE PRODUCT REGARDLESS OF THE AMOUNT OF DAMAGES CUSTOMER MAY INCUR AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY. The foregoing disclaimer of certain damages and limitation of liability will apply to the maximum extent permitted by applicable law. The laws of some states/jurisdictions do not allow exclusion or limitation of certain damages. To the extent that those laws apply to the Product, the exclusions and limitations set forth above may not apply to Customer.

Section 5. Miscellaneous

5.1 Proprietary Rights. The Product and any accompanying Software and documentation provided with the Product include

proprietary and intellectual property rights of Synology and its third party suppliers and licensors. Synology retains and reserves all right, title, and interest in the intellectual property rights of the Product, and no title to or ownership of any intellectual property rights in or to the Product, any accompanying Software or documentation and any other goods provided under this Warranty is transferred to Customer under this Warranty. Customer will (a) comply with the terms and conditions of the Synology end user license agreement accompanying any Software furnished by Synology or an authorized Synology distributor or reseller; and (b) not attempt to reverse engineer any Product or component thereof or accompanying Software or otherwise misappropriate, circumvent or violate any of Synology's intellectual property rights.

5.2 Assignment. Customer will not assign any of its rights under this Warranty directly, by operation of law or otherwise, without the prior written consent of Synology.

5.3 No Additional Terms. Except as expressly permitted by this Warranty, neither party will be bound by, and each party specifically objects to, any term, condition or other provision that conflicts with the provisions of this Warranty that is made by the other party in any purchase order, receipt, acceptance, confirmation, correspondence or otherwise, unless each party specifically agrees to such provision in writing. Further, if this Warranty conflicts with any terms or conditions of any other agreement entered into by the parties with respect to the Product, this Warranty will prevail unless the other agreement specifically references the sections of this Warranty that it supersedes.

5.4 Applicable Law. Unless explicitly prohibited by local law, this Warranty is governed by the laws of the State of Washington, U.S.A. for the Customers residing within the United States; and by the laws of the Republic of China (Taiwan) for Customers not residing within the United States, without regard to any conflict of law principles to the contrary. The 1980 U.N. Convention on Contracts for the International Sale of Goods or any successor thereto does not apply.

5.5 Dispute Resolution. Any dispute, controversy or claim arising out of or relating to this Warranty, the Product or services provided by Synology with respect to the Product or the relationship between Customers residing within the United States and Synology will be resolved exclusively and finally by arbitration under the current commercial rules of the American Arbitration Association, except as otherwise provided below. The arbitration will be conducted before a single arbitrator, and will be limited solely to the dispute between Customer and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall be held in King County, Washington, U.S.A. by submission of documents, by telephone, online or in person as determined by the arbitrator at the request of the parties. The prevailing party in any arbitration or legal action occurring within the United States or otherwise shall receive all costs and reasonable attorneys’ fees, including any arbitration fee paid by the prevailing party. Any decision rendered in such arbitration proceedings will be final and binding on the parties, and judgment may be entered thereon in any court of competent jurisdiction. Customer understands that, in the absence of this provision, Customer would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and Customer expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 5.5. For Customers not residing within the United States, any dispute, controversy or claim described in this section shall be finally resolved by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese. The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this Warranty relating to Synology's intellectual property rights.

5.6 Attorneys' Fees. In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this Warranty, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

5.7 Export Restrictions. You acknowledge that the Product may be subject to U.S. export restrictions. You will comply with all applicable laws and regulations that apply to the Product, including without limitation the U.S. Export Administration Regulations.

5.8 Severability. If any provision of this Warranty is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this Warranty will remain in full force and effect.

5.9 Entire Agreement. This Warranty constitutes the entire agreement, and supersedes any and all prior agreements, between Synology and Customer related to the subject matter hereof. No amendment, modification or waiver of any of the provisions of this Warranty will be valid unless set forth in a written instrument signed by the party to be bound thereby.

5.10 Extended Warranty Plus Service Payment and Termination. (a) Upon verifying the purchase order by Synology, the Customer shall immediately pay all charges and tax. Synology reserves the right to refuse to provide the Extended Warranty Plus Service to Customer who are ineligible or who are under statutory age. (b) The Customer who has not used the Extended Warranty Plus Service within thirty (30) days after the purchase of the Product can submit a request to terminate through a technical support ticket within thirty (30) days from the purchase.

FCC Declaration of Conformity

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

この装置は、クラス B 機器です。この装置は、住宅環境で使用することを目的 としていますが、この装置がラジオやテレビジョン受信機に近接して使用され ると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。　　VCCI 一 B

Declaration Letter of REACH & RoHS Compliance

About REACH

In June 2007, the European Union Regulation (EC) 1907/2006 concerning the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) was first released. Under this Regulation, manufacturers are required to gather information on the properties of their chemical substances, which will allow their safe handling, and to register the information to European Chemicals Agency (ECHA). The aim is to improve the protection of human health and the environment through the better and earlier identification of the intrinsic properties of chemical substances.

About RoHS

RoHS Directive (EU Directive 2002/95/EC) was issued in 2002, restricted the use of the six chemicals lead, cadmium, mercury, and hexavalent chromium, as well as flame retardants polybrominated biphenyls (PBBs) and polybrominated dipheny ethers (PBDEs). Under this directive, manufacturers are required to replace these chemicals in their products with less hazardous alternatives.

Then RoHS 2.0 (Directive 2011/65/EU) has replaced Directive 2002/95/EC since January 3, 2013. In 2015, EU commission publishes Directive (EU) 2015/863 to amend Annex II to EU RoHS 2 (Directive 2011/65/EU) to add 4 phthalates (DEHP, BBP, DBP and DIBP) onto the list of restricted substances from 22 July 2019.

REACH and RoHS Compliance

Synology meets all requirements of the REACH Regulation and is compliant to all implemented RoHS type regulations worldwide. To the best of Synology’s knowledge, all Synology products in production (including finished

products, spare parts, and packaging materials) are in compliance with the requirements of the Regulation and/or Directives. Synology continues to monitor, influence, and develop our processes to comply with any proposed changes to the Regulation and/or Directives.



WEEE Directive

The WEEE (Waste from Electrical and Electronic Equipment) directive was developed by the EU (European Union) to contribute to sustainable production and consumption of electrical and electronic equipment throughout the EU. As this directive has been incorporated into national legislation by EU member states, you should recycle or dispose of this product in accordance with any applicable local and national laws.

The European WEEE symbol on this product or its packaging indicates that this equipment must not be disposed of with your other household waste. Prior to disposal, lithium button batteries should be taken out of the equipment. Used equipment should be disposed of with relevant local authorities. Ensure that all of your personal data has been destroyed before you dispose of your equipment.

For more information about where you can drop off your end-of-life equipment for recycling, please contact your local government authority, your household waste disposal service or the shop where you purchased the product. Your participation is essential in reducing any potential effects of EEE on the environment and human health due to the presence of hazardous substances in EEE.