



PRODUCT CHANGE NOTIFICATION

Issue Date: Nov. 21, 2022

Implementation Date: Nov. 21, 2022

PCN Number: PCN-008

PCN Title: RS4021xs+/RS3621xs+/RS3621RPxs SATA controller and PSU module alternative source implementation

To avoid shortage of the material in RS4021xs+, RS3621xs+, and RS3621RPxs models, Synology has approved an alternative source for the SATA controller and the PSU module.

The proposed replacement SATA controller and PSU models have been evaluated using reliability tests based on Synology general quality specification standards. The evaluation has demonstrated that the specification, function, quality, and reliability of the replacement parts are unchanged.

Device serial numbers will indicate which module PSU is installed within. See the following table for information about the original and replacement PSU modules.

Model	S/N	Replacement PSU Module Spare Parts Name	PSU Module Name
RS4021xs+	T2R	PSU 800W-RP Module_1 PSU 800W-RP SET_2	DPS-800AB-30
	ULR / VR4	PSU 550W-RP Module_1	DPS-550AB-36 PS-2551-9L
RS3621xs+	SZR	PSU 500W-RP Module_2 PSU 500W-RP SET_2	DPS-500AB-9

	UUR / VR1	PSU 550W-RP Module_1	DPS-550AB-36 PS-2551-9L
RS3621RPxs	SYR	PSU 500W-RP Module_2 PSU 500W-RP SET_2	DPS-500AB-9
	UTR / VR2	PSU 550W-RP Module_1	DPS-550AB-36 PS-2551-9L

Note: The 5th to 7th digits of the device serial number indicate the PSU module in use in the device. Ex: xxxxT2Rxxxxxx

For best practice and stability, the **SAME** PSU modules must be used together. Make sure the PSU module you're adding has the same wattage as the one that was pre-installed.

Example with RS4021xs+	Best Practice
PSU 800W-RP Module_1 + PSU 800W-RP Module_1	Yes
PSU 550W-RP Module_1 + PSU 550W-RP Module_1	Yes
<i>PSU 800W-RP Module_1 + PSU 550W-RP Module_1</i>	No

The RS4021xs+, RS3621xs+, and RS3621RPxs models using the existing parts and the replacement parts will be produced and shipped in parallel.

For any questions or concerns, [contact us](#).