

Dear Customer,

In Seagate's effort to provide the best service to our customers, we will embark on a series of email broadcast to our esteemed SPP/SPPP members. These email broadcasts will contain updates pertaining to Seagate warranty service, such as updates on policies, changes and improvements on our Seacare™ sites, including explanation of valid and invalid warranty claims.

These email broadcasts will also deliver to you, Seagate diagnostics tools for you and your customers to assist in preventing no trouble found (NTF) drives for RMA, training materials related to proper handling, packaging and other preventive measures to avoid unnecessary RMA returns.

These emails should be used as training and awareness tools for your respective staff and customers. Seagate encourages you to print these emails broadcasts and share them with your customers.

Please read the third email broadcast below on running Seagate's Tools, a diagnostic tool, before you return your drive to Seagate.

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## **SeaTools – The Ultimate Hard Disc Diagnostic Tools – *Test Before You Return Your Drives***

### **Did you know 1 out of 5 disk drives returned to Seagate for repair is actually good?**

The sad part of this fact is that the owners of these healthy drives have unnecessarily forfeited their data. By running SeaTools, Seagate will help you to determine the true health of your disc drive. The SeaTools diagnostic application saves you time, data and money by keeping healthy hard disc drives in your system.

### **Why Should I Use SeaTools?**

After testing, a large percentage of the drives returned to Seagate for warranty replacement are perfectly good drives with "No Problem Found" (NPF). Returning a drive for warranty service means system downtime and inconvenience for you in packing and returning your drive product. Before you send in a drive, it is in your best interest to determine if a replacement drive is really necessary. This hard disc diagnostic utility will help you make that determination and possibly save you time and money and preserve your data.

#### Some typical reasons for No Problem Found are:

- File System Corruption
- Driver Corruption
- Broken Master Boot Record
- Virus and Trojan Attack
- Spyware, Adware and Keystroke loggers
- Hardware Conflicts

**Seagate strongly advises you to test your drives using the SeaTools software before deciding to return the drives for replacement.**

### **How Do I return a drive to Seagate for replacement?**

- Run SeaTools.
  - If SeaTools passes your drive, you do not have to return your drive!

- If SeaTools fails your drive, a special SeaTools code is generated. Record this code.
- Use this code to apply for RMA online or provide the code to your Seacare center (India only)
- If you don't run SeaTools, it may take longer to service your drive.

**Seagate reserves the right to return a non-faulty drive back to its owner and to charge for all associated shipping costs.**

### What tests should I run?

SeaTools has three tests that could give you a failure for warranty return. These are the Short and Long tests, and the SMART Flag check. The Short tests are very accurate and >90% able to detect a bad drive. If the Short test passes you can be confident that the drive is healthy. If you want to eliminate that last 10%, run the long test. These tests may take several hours to complete. You might start a test to run overnight for convenience.

There are two different types of SeaTools software:

#### C. SeaTools for Windows

- To learn more on how to install and run SeaTools for Windows, click [here](#)
- To view an flash video on running Seatools for Windows, click [here](#)
- Click [System Requirements](#) for running SeaTools for Windows
- To download the SeaTools for Windows, click [here](#) to accept the terms and conditions first

#### D. SeaTools for DOS

- To learn more on how to install and run SeaTools for DOS, click [here](#)
- To read a step-by-step procedure on Seatools for DOS, click [here](#)
- Click [System Requirements](#) for Running SeaTools for DOS
- To download the SeaTools for DOS, click [here](#) to accept the terms and conditions first

Capability	Seatools for Windows	SeaTools for DOS
Test Seagate/Maxtor internal (PATA/SATA) drive	Yes	Yes
Test Seagate/Maxtor internal (SCSI, SAS, FibreChannel) drive	Yes	No
Test Seagate/Maxtor external (USB, 1394, eSATA) drives	Yes	No
Test non-Seagate drives	Yes	Yes
Bootable from floppy diskette or CD	No	Yes
Repair Seagate/Maxtor internal drives	No	Yes
Repair Seagate/Maxtor external USB drives	Yes	No