drobo

Getting Started Guide
Drobo FS
Drobo Model B800fs

drobo

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Table of Contents

Before You Begin

Congratulations on your new Drobo FS/B800fs! This Getting Started Guide will help you get your Drobo FS/B800fs set up in just a few easy steps. Before you begin, it's a good idea to check your system and hardware requirements. In this chapter, you will:

- Check box contents
- Check system requirements
- Ensure that you have the hardware you need for your Drobo device

Checking Box Contents

Check your product's box to ensure it contains all the components listed below.

Drobo FS
- Drobo 5-bay File Sharing Storage
- 6' Ethernet cable
- 6' power cord
- Quick Start Card
- Getting Started Guide
- Drobo Resource CD, which includes the Drobo Dashboard application

Drobo Model B800fs
- Drobo 8-bay File Sharing Storage for Business
- Two 6' Ethernet cables
- 6' power cord
- Quick Start Card
- Getting Started Guide
- Drobo Resource CD, which includes the Drobo Dashboard application

Checking System Requirements

Check to ensure your operating system and cable interface are supported.

Operating Systems Supported for Drobo FS/B800fs

- Windows XP (Service Pack 3)
- Windows Vista (Service Pack 1)
- Windows 7
- Windows 2008 Server R2
- Windows 2003 Server
- Mac OS X 10.5.6 or greater (Intel Only)
- Mac OS X Server 10.5.6 or greater (Intel Only)

Notes:
- For best performance, ensure you are running the latest service packs for the appropriate Windows operating systems.
- For the most current list of supported operating systems, you can check the specifications for your product online www.drobo.com/products/index.php.

Cable Interfaces Supported

Your Drobo FS/B800fs connects to a network via a router or switch using an Ethernet port. Ethernet is the standard local area network (LAN) access method.

Note: Although Drobo B800fs has two Ethernet ports, which you can later configure for one of two purposes, you will use only one of them for the initial setup.

Gigabit Ethernet Port

Drobo FS/B800fs supports gigabit Ethernet connections (1000 Mbit/s) for optimal performance. It will, however, auto-negotiate the highest connection speed available to your router or switch.

Checking the Hardware You Need

To use your Drobo FS/B800fs, you'll need at least two hard drives and a router or switch. If you plan to use Dual Disk Redundancy, which protects your data against two hard drive failures, you will need at least three hard drives. This section helps you:

- Select the hard drives to use.
- Choose the amount of drive space (capacity) to have available on those drives to ensure your data is protected.
- Understand basic requirements for your router or switch.

Selecting Hard Drives

You can use hard drives from any manufacturer and with any capacity (the space available on the hard drive) with your Drobo device. All Drobo devices support standard 3.5" internal SATA drives. If you are unsure, ask your administrator or hard drive retailer or manufacturer to verify that your hard drives meet this standard. Drobo devices are not compatible with SSD, IDE, SCSI or PATA hard drives.

Warning: Any pre-existing data on the drives will be erased during installation.

Determining How Much Hard Drive Space You Need

In order to protect your data from hard drive failure, your Drobo device requires more space than what you will use for your data, sometimes as much as double or more the amount of space.

The best way to determine how much usable, protected storage space you will have available for your data, based on the number and capacity of your drives, is to use our Capacity Calculator at www.drobo.com/resources/calculator.php.

A shortcut to estimating the capacity available for your data is to omit the largest drive and then add the capacity of the remaining drives. If you plan to use Dual Disk Redundancy, omit the largest two drives. For example:

Single Disk (Default) Redundancy

# Drives	Drive Capacities	Usable Protected Capacity*
3	3TB + 3TB + 3TB	= 6TB
4	250GB + 250GB + 500GB + 750GB	= 1TB
4	250GB + 500GB + 1TB + 2TB	= 1TB, 750GB

Dual Disk Redundancy

# Drives	Drive Capacities	Usable Protected Capacity*
4	3TB + 3TB + 3TB + 3TB	= 6TB
5	250GB + 250GB + 500GB + 500GB + 750GB	= 1TB
5	250GB + 500GB + 750GB + 1TB + 2TB	= 1.5TB

Notes:
- Actual capacity is often less than what is shown in the examples above due to the different systems used for rating capacity. This has nothing to do with Drobo devices.
- Know that all Drobo devices enable you to easily increase storage capacity at any time by simply inserting additional drives or replacing smaller drives with larger ones.

Using a Router or Switch

You will be plugging your Drobo FS/B800fs into a router or switch that must already be configured to work with your network. Your router or switch must have at least one Ethernet port open and available.

Your router or switch must also support Dynamic Host Configuration Protocol (DHCP), which assigns IP addresses to devices on a network. If it does not, you will need to directly connect your Drobo FS/B800fs to one of your computer's Ethernet ports for the initial setup. See the "Troubleshooting Your Setup" section on page 22 for steps.

> **Tip:** To check for DHCP support, refer to the documentation for your router or switch. You may also choose to proceed with installation and check for DHCP support only if you experience a problem.

For optimal performance, it's best if your router or switch supports gigabit Ethernet connections (1000 Mbit/s). Your Drobo FS/B800fs, however, will auto-negotiate the highest connection speed available to your router or switch.

Using an Uninterruptible Power Supply (UPS) or Power Surge Protector

We highly recommend you plug your Drobo device into an uninterruptible power supply (UPS), which protects against sudden losses in power as well as power surges. We also recommend a power surge protector, although this only protects against power surges.

Setting Up in Just Four Easy Steps!

Once you have unpacked your Drobo device from its box and ensured you meet all system and hardware requirements, it's time to set up your Drobo FS/B800fs for use. This can be done in just four easy steps!

1. Install Drobo Dashboard.
2. Insert the hard drives.
3. Connect the cables and turn on the power.
4. Set the administrator username and password.

Once you have unpacked your Drobo device from its box and ensured you meet all system and hardware requirements, it's time to set up your Drobo FS/B800fs for use. This can be done in just four easy steps!

Installing Drobo Dashboard

Drobo Dashboard is the software companion to your Drobo device, enabling you to easily set up and manage your Drobo FS/B800fs. You install Drobo Dashboard from the Resource CD that came with your product. During the installation process, you can set Drobo Dashboard to automatically install version updates, which we highly recommend. Drobo software and firmware updates can also be installed from www.drobo.com/support/updates.php.

> **Important Note:** In some cases, the latest version may be released with new products (on a Resource CD) for a short period of time before being made available on the website. Therefore it is best to install from the Resource CD.

> **Note:** The computer on which you install Drobo Dashboard needs to be connected to your network and you need to have administrator rights on that computer.

Installing Drobo Dashboard from the Resource CD

1. Place the Resource CD in your computer's CD/DVD drive.

   Depending on your operating system, one of the following occurs:
   - The Drobo window or the Install Drobo Dashboard window appears.
   - An AutoPlay dialog box appears, giving you the option to run CDWindow.exe. Select this option. The Drobo window appears.
   - You can open the Resource CD to view its contents, and from there double-click on CDWindow.exe. The Drobo window appears.

2. Double-click the **Drobo Dashboard** icon.

3. A dialog box may appear, asking you to select your language from the drop-down list. After doing so, click the **OK** button.

The Drobo Dashboard Installation Wizard appears, preparing to install.
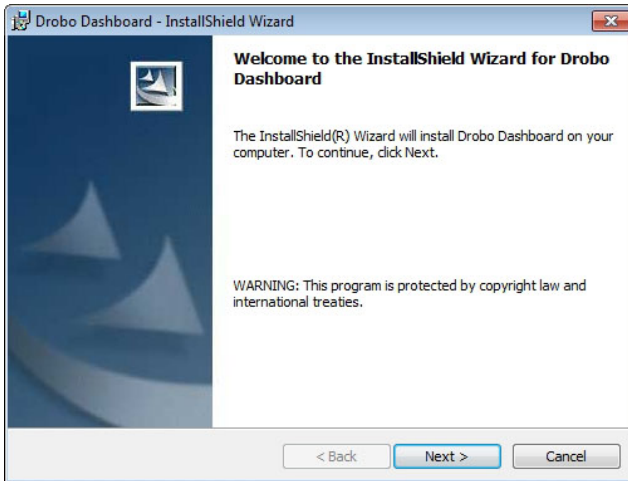
4. Click the **Next** (Windows) or the **Continue** button (Macintosh), as appropriate.

Note: If the Microsoft iSCSI Initiator window appears, click the **Cancel** button. You do not need this utility for a Drobo FS/B800fs device. A message appears, asking if you're sure you want to cancel. Click the **Yes** button, and in the confirmation message box, click the **OK** button. You are returned to the InstallShield Wizard to continue installation.

5. Follow the directions of the Installation Wizard, clicking the **Next** or **Continue** button after each page, as appropriate.

6. When you reach the ready to install page, click the **Install** button.
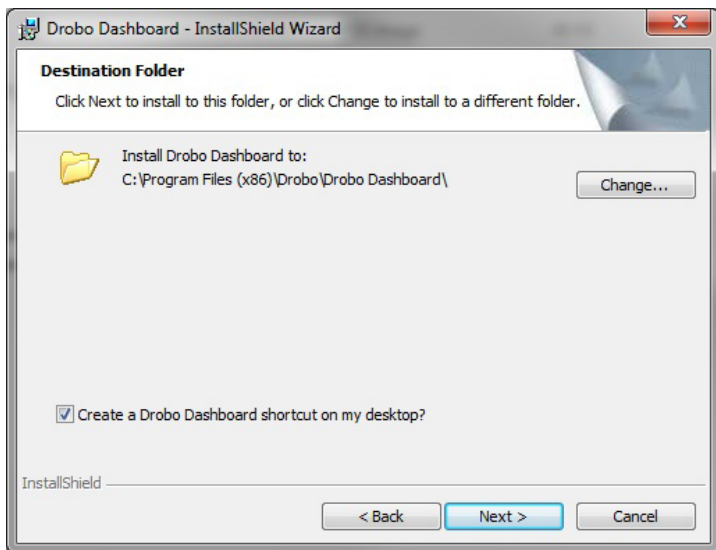
Depending on your operating system, one of the following may result:

- In some Windows operating systems, a Windows Access Control dialog box appears, asking if you want to allow changes to your computer. Click the **Allow** or **Yes** button, as appropriate.
- In the Macintosh, you will be prompted for your administrator password. Enter it and click the appropriate button.

Drobo Dashboard installs on your computer.

7. If you are on a Macintosh, you will be prompted to restart your computer in order to complete installation. Do this.

8. After installation is complete, leave the **Launch Drobo Dashboard** check box selected and click the **Finish** button.

The Drobo Dashboard application appears. When it launches for the first time, the **Confirm** dialog box appears, asking if you would like Drobo to automatically check for software updates of your Drobo Dashboard and firmware for your Drobo device.

9. We strongly recommend that you click the **Yes** button.

Afterwards, the **All Devices** page displays in Drobo Dashboard. Leave Drobo Dashboard open as you continue with the set up procedures.

Installing Drobo Dashboard from the Website

You can install Drobo Dashboard from www.drobo.com/support/updates.php. Note, however, that the latest version may be released with new products (on a Resource CD) for a short period of time before being made available on this website.

1. Using your browser on an active Internet connection, navigate to www.drobo.com/support/updates.php.

2. Locate the link for the latest Drobo Dashboard software and click on it.

3. If you're given a choice to install (or run) Drobo Dashboard or save the installation file to your computer, choose to save the file to your computer. Locate the file and double-click on it to begin installation. (You can delete the installation file afterwards.)

4. If warning messages appear, asking if you're sure you want to open and/or install the file or program, click the **OK** or **Run** button, as appropriate, to continue with the installation.

5. A dialog box may appear, asking you to select your language from the drop-down list. After doing so, click the **OK** button. The Drobo Dashboard Installlation Wizard appears, preparing to install.

6. Continue with the installation process, following from step 4 in the "Installing Drobo Dashboard from the Resource CD" section.

Inserting the Hard Drives

After installing Drobo Dashboard, you are ready to insert hard drives. For more information on hard drive requirements, see "Checking the Hardware You Need" on page 4.

Warning: Any pre-existing data on the hard drives will be erased, as the drives will be formatted. If you wish to keep the data, copy it to another drive or medium before using with your Drobo device.

Note: Once you insert the drives into your Drobo device, they function as a unit or "pack." To access the data on them, you will need the entire pack.

1. Remove the face plate from the front of your Drobo FS/B800fs by pulling it off.

2. With one hand, hold the hard drive so that its connectors are positioned at the device and toward the bottom for the Drobo FS (see Figure 1), or positioned toward the left, for the Drobo B800fs (see Figure 2).
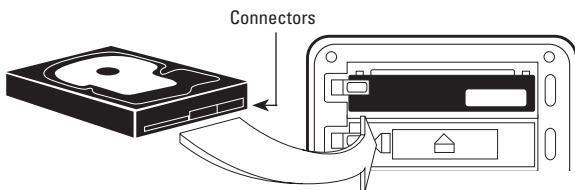
Figure 1: Installing hard drives on a Drobo FS
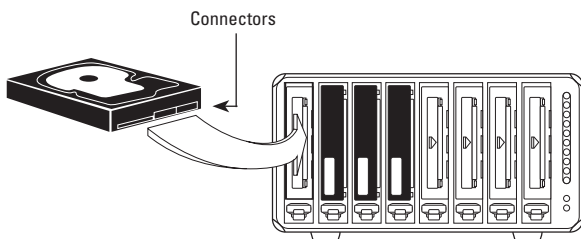
Figure 2: Installing hard drives on a Drobo B800fs

Warning: For optimal performance, keep the Drobo B800fs in its normal horizontal position. If placed on its side, hard drives may disconnect.

3. With your other hand, use your thumb to depress and hold open one of the drive locks to a selected data bay. Refer to the image below.
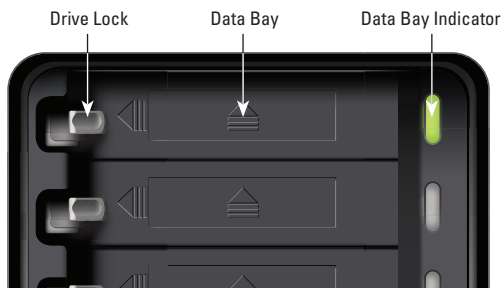
4. Slide the ha[...] into the data bay, release the drive lock and push the drive into place u[...]nnect.

The drive lock will snap behind the drive, securing it into place.

5. Insert additional drives in the same manner, following steps 2 through 4.

6. When finished, replace the faceplate right side up, so that when your Drobo device is turned on, you will be able to see the indicator lights.

You are now ready to connect cables and power on your Drobo device.

Connecting the Cables and Turning on the Power

After installing Drobo Dashboard and inserting the hard drives into your Drobo FS/B800fs, you are ready to connect the cables and power on your Drobo device.

As you follow the steps, refer to Figure 3 for a Drobo FS or Figure 4 for a Drobo B800fs.

Power | Ethernet   Power Toggle Button

Reset
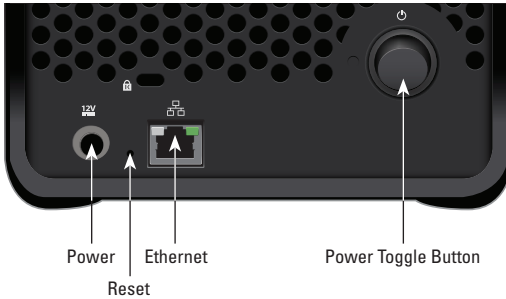
Figure 3: The back of your Drobo FS.

Ethernet   Power   Power Toggle Button
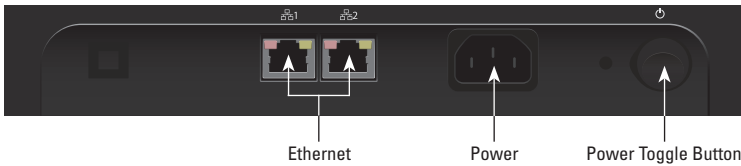
Figure 4: The back of your Drobo B800fs.

Notes:
- Your Drobo B800fs has two Ethernet ports, which you can later configure to use in one of two modes. For the initial setup, however, you will use only one of the Ethernet ports.
- Your Drobo FS/B800fs is set to automatically obtain an IP address once connected to your network. After initial setup, you can set a static IP address if desired. Refer to the Online User Guide for more information.
- After you connect your Drobo device to your network, Drobo Dashboard will "discover" your Drobo device. If it does not, make sure your network supports Dynamic Host Configuration Protocol (DHCP), which assigns IP addresses to devices on a network. You can refer to the documentation for your router or switch. If it does not, you will have to directly connect your Drobo FS/B800fs to one of your computer's Ethernet ports for the initial setup. See the "Troubleshooting Your Setup" section on page 22 for steps.

Connecting to Your Network

Your Drobo FS/B800fs connects to a network using an Ethernet port.

1. Plug one end of the Ethernet cable into the back of your Drobo FS/B800fs.

2. Plug the other end into your router or switch.

Connecting to a Power Source

1. Connect the power supply to the power connection at the back of your Drobo device.

2. Connect the other end of the power supply to a power source.

Note: We recommend plugging into an uninterruptible power supply (UPS) or surge protector. For more information, see "Using an Uninterruptible Power Supply (UPS) or Power Surge Protector" on page 6.

Turning On Your Drobo Device

1. Press the power toggle button on the back of your Drobo device once.

The following results:
- Your Drobo device powers on.
- Drobo Dashboard automatically discovers your device and formats your drives.

• After setup is complete, your Drobo device displays in Drobo Dashboard, as follows.
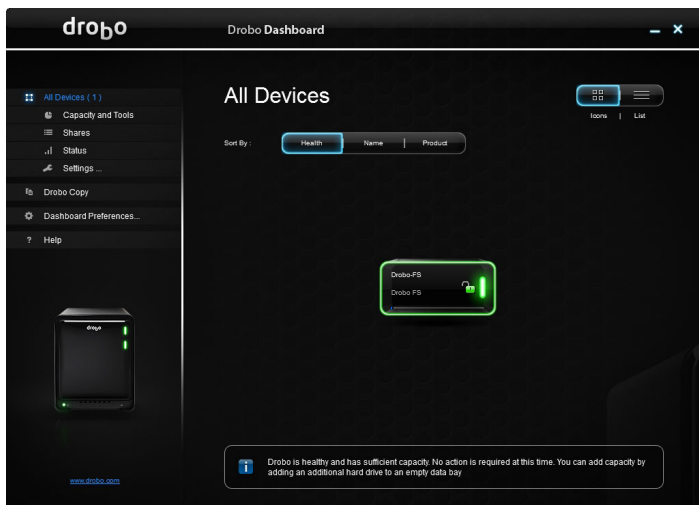
Notes:
- Drobo Dashboard automatically assigns "Drobo" as the default name for your Drobo device, which you can rename later.
- For Drobo B800fs, Drobo Dashboard formats the drives into Volume 1 and Volume 2.
- A drive bay indicator light displays green for each hard drive on your Drobo device. For details, see "Understanding Your Indicator Lights" in the Online User Guide.

Tip: If you would like to see how your drive space is being used, double-click your Drobo FS/B800fs on the **All Devices** page, and then on the **Capacity and Tools** page, click the **View Usage** button in the upper right corner.

Setting the Administrator Username and Password

To complete the setup of your Drobo device, you will need to create an administrator username and password.

1. In Drobo Dashboard, double-click your Drobo FS/B800fs on the **All Devices** page.

The **Capacity and Tools** page appears.

2. Click the link that reads: **Click here to password protect this Drobo.**

The **Admin Settings** page appears.
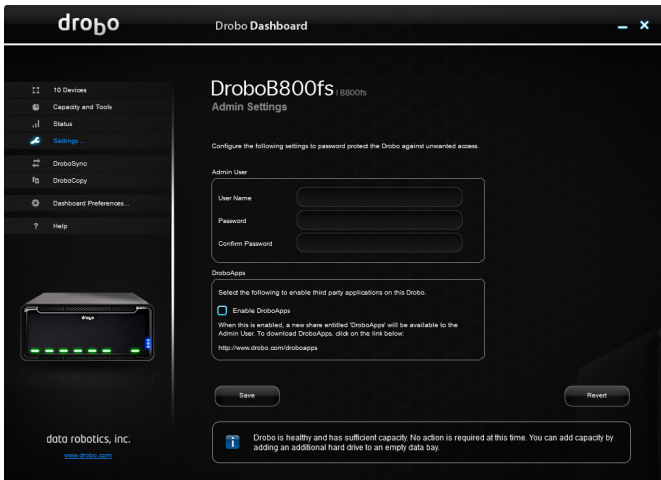
3. In the **Username** text box, enter a username for the administrator. "Admin" is the default.

4. In the **Password** text box, select the default text that appears there, press the Delete key and enter a password for the administrator.

5. In the **Confirm Password** text box, select the default text that appears there, press the Delete key and re-enter the password you just typed.

6. Click the **OK** button.

Where to Go from Here

After you've set up your Drobo FS/B800fs, you're ready to share, store and back up files over your network. Next steps include:

- Implementing best practices to maximize the safety of your data
- Ensuring optimal performance by keeping your software (Drobo Dashboard and your Drobo device's firmware) up to date
- Knowing how to safely shut down your Drobo device
- Using the Online User Guide and context-sensitive Help to learn more about how to manage and use your Drobo device
- Using our knowledge base to answer almost any additional question
- Getting the support you may need

Using Best Practices

Although Your Drobo device provides redundancy and automatically protects your data against hard drive failure, it should only be one part of an overall, digital asset management strategy.

To better safeguard your valuable data, we strongly encourage you to review our guide on best practices, which can be found at http://www.drobo.com/support/best_practices.php.

Our guide offers strategies to protect data beyond hard drive failures. Following best practices will help maximize the safety of your data.

Keeping Your Software Up to Date

To ensure optimal performance, we highly recommend that you set your Drobo device to automatically check for software updates. (You may have already done this during the initial setup.) This feature keeps both Drobo Dashboard and your product's firmware current.

You can also install updates from www.drobo.com/support/updates.php.

> **Important Note:** In some cases, the latest version may be released with new products (on a Resource CD) or through Drobo Dashboard's automatic updates feature for a short period of time before being made available on the website. Therefore it is best to enable Drobo Dashboard to update your software automatically.

1. Launch Drobo Dashboard and click your Drobo device on the **All Devices** page.

2. From the **Navigation** menu, click **Dashboard Preferences**, and click **Dashboard Settings**.

   The **General Settings** page appears.
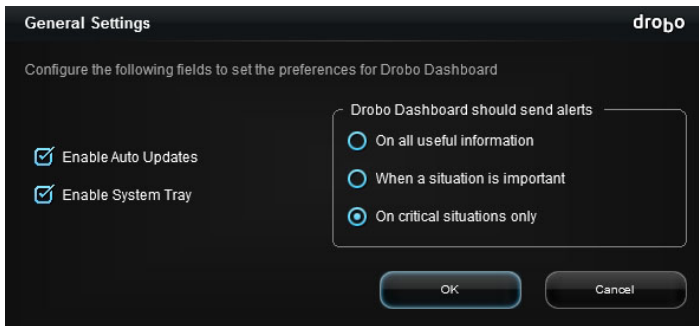
3. Ensure that the **Enable Auto Updates** check box is selected, and then click the **OK** button.

   When one or more software updates are available, a message appears, asking if you would like to install the update(s). If so, click the **Yes** button and follow the prompts to install them.

Safely Shutting Down Your Drobo FS/B800fs

If you plan to shut down your Drobo device for any reason, it is very important that you do so safely. **Improper Drobo device shutdowns may cause file corruption and/or data loss.** It is a good idea to shut down your Drobo device before any of the following situations:

- You are not going to be using your Drobo device for an extended period.
- You are going to disconnect the cable(s) or power cord.
- You want to move your Drobo to another location.
- You are going to remove the entire disk pack.

Note: If you are concerned about saving power, know that your Drobo device automatically shifts into power saving mode when it has not been accessed for 15 minutes (the default setting). If you will not be using your Drobo device for an extended period of time, however, it is a good idea to safely shut it down.

Safely Shutting Down Your Drobo Device Using Drobo Dashboard

This is the recommended method for safely shutting down your Drobo device.

1. Check that the activity light on your Drobo device is off, indicating that no data is actively being transferred to or from your Drobo device. Refer to Figure 5 or 6, below.

Note: If data is actively being transferred, the activity light will be blinking green.
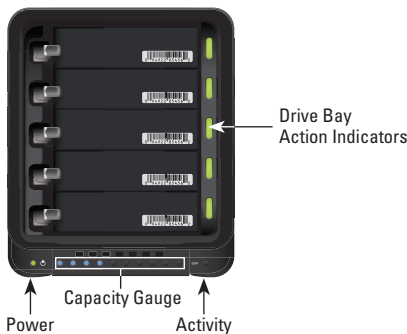
Figure 5: Indicator lights on a Drobo FS

Capacity Gauge

Activity
Power

Drive Bay
Action Indicators
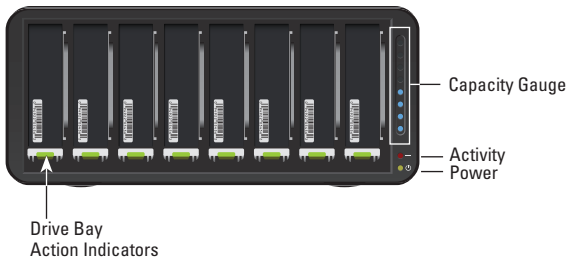
Figure 6: Indicator lights on a Drobo B800fs

2. Also check to ensure the drive bay action indicator lights are not blinking alternately between yellow and green. This indicates that your Drobo device is busy working to protect your data. Wait until these lights are a solid green.

3. In Drobo Dashboard, double-click the Drobo device that you would like to shut down from the **All Devices** page.

The **Capacity and Tools** page appears.

4. Click the **Tools** drop-down list, and select the **Shutdown** icon.

A message appears, asking you to confirm the shutdown.

5. Click the **Yes** button.

It can take up to two minutes for your Drobo device to power down.

Safely Shutting Down your Drobo Device Manually

Although Drobo Dashboard allows for a "cleaner" shut down, you can safely shut down your Drobo device manually.

1. Check that the activity light on your Drobo device is off, indicating that no data is actively being transferred to or from your Drobo device. Refer to Figure 5 or 6 in the previous steps.

Note: If data is actively being transferred, the activity light will be blinking green.

2. Also check to ensure the drive bay action indicator lights are not blinking alternately between yellow and green. This indicates that your Drobo device is busy working to protect your data. Wait until these lights are a solid green.

3. Press the power toggle button on the back of your Drobo device once.

It can take up to two minutes for your Drobo device to power down.

Using the Online User Guide

After you've set up your Drobo device, you're ready to use it to share, store and back up files over your network. To learn how to manage and use your Drobo device, refer to the Online User Guide for your product, which can be found within your Drobo Dashboard software by clicking the **Help** option on the **Navigation** menu. The latest version can also be found at www.drobo.com/support/documentation.php.

Using Context-Sensitive Help

When using Drobo Dashboard, you can click the **Help** option on the **Navigation** menu to display context-sensitive help. The Help window appears, providing information particular to the screen from which you clicked for help.

Using the Knowledge Base

Our searchable knowledge base provides answers to almost any question related to your Drobo device that you can't find in the Online User Guide.
You can access our knowledge base at http://support.datarobotics.com/app/answers/list.

Getting Support

To get support, first be sure to register your product at www.drobo.com/registration, if you haven't already done so. You can then go to www.drobo.com/support for details on how to contact support.

You can also obtain additional hardware and phone support by purchasing DroboCare. The DroboCare™ support program extends your peace of mind beyond the standard warranty term and phone support included with your Drobo product purchase. To learn more about DroboCare visit: www.drobo.com/drobocare.

Troubleshooting Your Setup

If…

Dynamic Host Configuration Protocol (DHCP), which assigns IP addresses to devices on a network, is not supported on your network…

Then…

You will need to connect your Drobo FS/B800fs directly to your computer for the initial setup in order to assign a static IP address to your Drobo B800fs/FS. Make sure your computer's Ethernet port is set up to use DHCP.

Steps

1. Make sure you have installed Drobo Dashboard and inserted the hard drives into your Drobo FS/B800fs.

2. Plug one end of the Ethernet cable into the back of your Drobo FS/B800fs.

3. Plug the other end into the Ethernet connection on your computer. (Your computer can be on or off.)

4. Connect the power supply to the power connection at the back of your Drobo device.

5. Connect the other end of the power supply to a power source.

6. Press the power toggle button on the back of your Drobo device once. Your Drobo device powers on, and a message box appears while Drobo Dashboard automatically discovers your device and formats your drives.

7. Continue with your setup, including setting the administrator username and password. For steps, see "Turning On Your Drobo Device" on page 13.

8. After setup is complete, you can assign a static IP address for your Drobo FS/B800fs for use on your network. For steps on doing that, refer to the Online User Guide.

Index

Safety and Warranty

Safety and Warranty
Safety
This product was designed and manufactured to meet strict quality and safety standards. There are, however, some installation and operational precautions of which you should be particularly aware.

Please read these instructions before operating Drobo, DroboPro, DroboElite, DroboFS, ProFS, B800i or B800fs and save them for future reference.

1. Read all instructions: All safety & operating instructions should be read and understood before operation.
2. Retain instructions: The safety and operating instructions should be retained for future reference.
3. Heed Warnings: All warnings on the appliance and in the operating instructions should be followed.
4. Follow Instructions: All operating and usage instructions should be followed.
5. Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs are to be used with UL Listed ITE Equipment only.
6. Avoid Water and Moisture: Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs should not be used near water (for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool).
7. Provide Adequate Ventilation: Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs should each be situated so that its location or position does not interfere with its proper ventilation. For example, Drobo should not be situated against a surface that may block the ventilation openings or placed in a built-in installation such as a bookcase or cabinet that may impede the flow of air through the ventilation openings. Additionally, no other device other than a Drobo should be placed on top of DroboShare.
8. Protect from Heat: Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs should be situated away from heat sources such as radiators, heat registers, stoves, or other appliances (including amplifiers) that produce heat.
9. Protect Power Cords: Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords and plugs, convenience receptacles, and the point at which they exit from the product.
10. Avoid Object and Liquid Entry: Never push objects of any kind into Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs ventilation slots except drives compliant with the User Guide as they may touch dangerous voltage points or short the parts, resulting in the risk of fire or electric shock. Never spill liquid of any kind onto Drobo.
11. TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF ELECTRICAL PLUG TO WIDE SLOT AND INSERT FULLY.
12. DROBO, DROBOPRO, DROBOELITE, PRO FS, B800i, AND B800fs CONTAIN A LITHIUM BATTERY WHICH CAN EXPLODE IF MISHANDLED. BATTERY IS NOT FIELD OR USER-SERVICEABLE. Please dispose of battery in a manner consistent with local jurisdictions.
13. DRIVES IN DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, AND B800fs WILL RETAIN HEAT AFTER USE. PLEASE USE CAUTION WHEN REMOVING DRIVES FROM DROBO, DROBOPRO, OR DROBOELITE. TO SAFELY REMOVE DRIVES, PRESS THE DRIVE LATCH TO RELEASE THE DRIVE AND ALLOW THE DRIVE TO COOL IN THE DATA BAY FOR 10 MINUTES BEFORE COMPLETELY REMOVING THE DRIVE FROM DROBO, DROBOPRO, OR DROBOELITE. FAILURE TO FOLLOW THIS PROCEDURE MAY RESULT IN INJURY FROM HOT DRIVES.
14. Damage Requiring Service: Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, and B800fs should be serviced by an employee of Data Robotics, Inc. or a Data Robotics, Inc. Authorized Reseller ("qualified service personnel"), and should be serviced when:
   A. THE POWER SUPPLY CORD OR PLUG IS DAMAGED OR FRAYED;
   B. LIQUID HAS SPILLED INTO DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs;
   C. DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs HAS BEEN EXPOSED TO RAIN OR WATER;
   D. DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs DOES NOT OPERATE NORMALLY WHEN YOU FOLLOW THE OPERATING INSTRUCTIONS;
   E. DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs HAS BEEN DROPPED OR THE CHASSIS DAMAGED;
   F. DROBO, DROBOPRO, DROBOELITE, DROBO FS, PRO FS, B800i, OR B800fs SHARE EXHIBITS A DISTINCT CHANGE IN PERFORMANCE.
15. Use only the supplied USB 2.0,USB 3.0, FireWire 800, Ethernet, and power cables when operating Drobo, DroboPro, DroboElite, Drobo FS, ProFS, B800i, or B800fs.

Servicing – The user should not attempt to service Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i or B800fs beyond that described as user service items in the FAQ section of this manual, the Troubleshooting sections of the Help Files, or the support Knowledge Base. All other servicing should be referred to qualified service personnel.

Cleaning – Unplug Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, or B800fs from the wall outlet before cleaning. Do not use liquid or aerosol cleaners; use a damp cloth. If Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, or B800fs comes in contact with any liquid, unplug the power adaptor and let Drobo dry thoroughly before plugging back in.

Power Source – Drobo, DroboPro, DroboElite, Drobo FS, Pro FS, B800i, or B800fs should be operated only from the type of power source indicated on the marking label or in this User Guide. If you are not sure of the type of power supplied to your home or business, consult your local power company.

Overloaded Power Outlets – Do not overload wall outlets and extension cords, this can result in risk of fire or electric shock.

Electric Shock – To reduce the risk of electric shock, do not disassemble Drobo, DroboPro, DroboElite, DroboFS, ProfS, B800i or B800fs. Doing so will void the warranty. Take it to a quailed service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electric shock when Drobo is used.

Moving – Avoid moving Drobo, DroboPro, DroboElite, DroboFS, ProfS, B800i or B800fs while it is plugged in to avoid shock and vibration damage to the installed hard disk drives.

Electrostatic Discharge - The components inside your Drobo and disk drives are sensitive to static electricity, also known as electrostatic discharge. Before you install any disk drive, we recommend that you do the following: 1) Avoid static-
causing surfaces such as carpeted floors, plastic, and packing foam; 2) Discharge yourself by touching an unpainted metal surface such as a desk or rack mount; 3) Remove disk drives from their antistatic bags only when you are ready to use them. Be sure to follow any additional recommendations that the disk drive manufacturers provides.

Repair Technician Warning! - Before opening the DroboPro or DroboElite unit or removing the power supply assembly, the AC cord MUST be unplugged from the outside of the unit and the unit must be unpowered. The System Earthing connections of the internal AC cable must not be removed if the system is powered on for service access.

Drobo Specifications & Systems Requirements – Power Supply: AC Input: 100-240VAC~2.5A, 50-60Hz; DC Output: 12-17VDC 6.6A & 80W Max.; Drobo Power Consumption: 4A @ 12V (48W); Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 6.0" wide x 6.3" tall x 10.7" long (152.4mm wide x 160mm tall x 271.8mm long); Weight: 6 lbs. 11.3 ozs. (without power supply); Storage: Accepts up to four 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0 and FireWire 800 (2nd Generation Only); Drobo Dashboard Application (optional): Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.4+; File system support: NTFS, HFS+, FAT32, and EXT3 (via DroboShare).

Drobo S Specifications & Systems Requirements – Power Supply: AC Input: 100-240VAC~2.5A, 50-60Hz; DC Output: 12-17VDC 6.6A & 80W Max.; Drobo Power Consumption: 4A @ 12V (48W); Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 5.9" wide x 7.3" tall x 10.3" long (150.3mm wide x 185.4mm tall x 262.3mm long); Weight: 8 lbs. (without power supply); Storage: Accepts up to five 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0, FireWire 800, eSATA; Drobo Dashboard Application (recommended): Microsoft® Windows® Operating Systems XP SP3+, Apple® Macintosh® OS-X v10.5+; File system support: NTFS, HFS+, FAT32, and EXT3.

DroboPro Specifications & Systems Requirements – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 12.17" wide x 5.46" tall x 14.1" long (309mm wide x 138.9mm tall x 357.4mm long); Weight: 16 lbs 3 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0, FireWire 800, and iSCSI; Drobo Dashboard Application (required for iSCSI): Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.4+ (10.5.6+ required for iSCSI); File system support: NTFS, HFS+, FAT32, and EXT3.

Drobo FS Specifications & Systems Requirements – Power Supply: AC Input: 100-240VAC~2.5A, 50-60Hz; DC Output: 12-17VDC 8.33A & 100W Max.; Drobo Power Consumption: 5A @ 12V (60W); Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 5.9" wide x 7.3" tall x 10.3" long (150.3mm wide x 185.4mm tall x 262.3mm long); Weight: 8 lbs. (without power supply); Storage: Accepts up to five 3.5" SATA-compliant internal desktop hard drives; Interface: Ethernet; Drobo Dashboard Application (recommended): Microsoft® Windows® Operating Systems XP SP3+, Apple® Macintosh® OS-X v10.5+; File system support: EXT3.

DroboPro FS Specifications & Systems Requirements – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 12.17" wide x 5.46" tall x 14.1" long (309mm wide x 138.9mm tall x 357.4mm long); Weight: 16 lbs 3 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: Ethernet; Drobo Dashboard Application (recommended): Microsoft® Windows® Operating Systems XP SP3+, Apple® Macintosh® OS-X v10.5+; File system support: EXT3.

DroboElite Specifications & Systems Requirements – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 12.17" wide x 5.46" tall x 14.1" long (309mm wide x 138.9mm tall x 357.4mm long); Weight: 16 lbs 3 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0 (Admin only), and iSCSI; Drobo Dashboard Application (required for iSCSI): Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.5+; File system support: NTFS, HFS+, FAT32, and EXT3.

B800i Specifications & Systems Requirements – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 12.17" wide x 5.46" tall x 14.1" long (309mm wide x 138.9mm tall x 357.4mm long); Weight: 16 lbs 3 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0 (Admin only), and iSCSI; Drobo Dashboard Application (required for iSCSI): Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.5+; File system support: NTFS, HFS+, FAT32, and EXT3.

B800fs Specifications & Systems Requirements – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2km (6,562 ft.); Operating Humidity: 5% - 80%; Dimensions: 12.17" wide x 5.46" tall x 14.1" long (309mm wide x 138.9mm tall x 357.4mm long); Weight: 16 lbs 3 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: Ethernet; Drobo Dashboard Application (recommended): Microsoft® Windows® Operating Systems XP SP3+, Apple® Macintosh® OS-X v10.5+; File system support: EXT3.

FCC Compliance & Advisory Statement – This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: 1) Reorient or relocate the receiving antenna. 2) Increase the separation between the equipment and receiver. 3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. 4) Consult the dealer or an experienced radio/TV technician for help. Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the device. Where shielded interface cables have been provided with the product or specified additional components or accessories elsewhere defined to be used with the installation of the product, they must be used in order to ensure compliance with FCC regulations.

This Class B digital apparatus meets all requirements of the Canadian interference-Causing Equipment Regulations. Cet appareil numerique de la classe B respecte toutes les exigences du Réglement sur le materiel brouilleur du Canada. Please see http://www.drobo.com for additional compliancy information.

Industry Canada Statement

Complies with the Canadian ICES-003 Class B specifications. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada. This device complies with RSS 210 of Industry Canada.

This Class B device meets all requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la Class B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

VCCI Class B Statement

VCCI クラスB　基準について

情報処理装置等電波障害自主規制について

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準にもとづくクラスB情報技術装置です。
この装置は家庭環境で使用され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。

説明書に従って正しい取扱いをしてください。

Europe–EU Declaration of Conformity
The equipment complies with the EU directives 89/336/EEC, 73/23/EEC, and 93/68/EEC. This equipment is in conformity with the essential requirements of EU directives: EN 55022: 1998 plus A1:2000 & A2:2003, EN 55024: 1998 plus A1:2001 & A2:2003, EN 61000-3-2: 2000 plus A2:2005, EN 61000-3-3: 1995 plus A1:2001 & A2:2005, and EN 60950-1: 2000+A11:2004.

Hereby, Data Robotics, Inc., declares that this Disk Storage Array and Network Attached Storage link appliance are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

$C\,E$

Disposal and Recycling Information
When this product reaches its end of life, dispose of the product and batteries used with it according to your local environmental laws and guidelines.

For information about Data Robotics' recycling program, go to www.drobo.com/support/weee/.

European Union

The symbol above means that according to local laws and regulations your product should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Some collection points accept products for free. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

Battery Disposal
Your Drobo, DroboPro, DroboElite, DroboShare, Drobo FS, DroboPro FS, B800i and B800fs have internal batteries that preserve settings when the unit is off. Do not attempt to change the battery. Only a Data Robotics, Inc. certified technician can change the battery. When the product has reached the end of its useful life, please dispose of it according to your local environmental laws and guidelines.

本製品の寿命が尽きたときは、お住まいの地域の環境法と廃棄基準に従って本製品と電池を廃棄して下さい。

data robotics, inc.　のリサイクルプログラムについては、次のwebサイトを参照してください。

LIMITED WARRANTY – NORTH AMERICA AND ASIA PACIFIC
COVERAGE

Data Robotics' warranty obligations are limited to the terms set forth herein. This Limited Warranty applies only to product manufactured by or for Data Robotics that can be identified by the "Data Robotics" trademark, trade name, or logo affixed to them ("Product") and is provided only to the original end-user purchaser of the Product ("You" or "Your"). Data Robotics warrants against defects in materials and workmanship under normal use for a period of: (i) ONE (1) YEAR, for Product sold outside of Europe; and (ii) TWO (2) YEARS for Product sold in Europe; from the date of retail purchase by the original end-user purchaser ("Warranty Period").

Subject to applicable law, Data Robotics may require that You furnish proof of purchase details and/or comply with registration requirements before receiving any portion of these warranty services. Please refer to the online product documentation at www.datarobotics.com/products for more details on this and other matters on obtaining warranty service.

Subject to the terms and conditions herein, if a Product hardware defect arises and a valid claim is received within the applicable Warranty Period, at its option, Data Robotics will at its option either: (1) repair such defect at no charge, using new or refurbished replacement parts; or (2) replace the defective Product with a Product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original Product; or (3) refund the purchase price of the Product, provided the Product for which the refund is provided is returned to Data Robotics and such Product shall become Data Robotics' property.

EXCLUSIONS AND LIMITATIONS
The Limited Warranty does not apply to any non-Product or any software, even if packaged or sold with Product. Manufacturers, suppliers, or publishers, other than Data Robotics may provide their own warranties to You, but Data Robotics, to the extent permitted by law, provides such manufacturer's products "as is". SOFTWARE DISTRIBUTED BY DATA ROBOTICS WITH OR WITHOUT THE DATA ROBOTICS BRAND NAME (INCLUDING, BUT NOT LIMITED TO SYSTEM SOFTWARE) IS NOT COVERED UNDER THIS LIMITED WARRANTY. REFER TO THE LICENSING AGREEMENT ACCOMPANYING THE SOFTWARE FOR DETAILS OF YOUR RIGHTS WITH RESPECT TO ITS USE.

DATA ROBOTICS DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. DATA ROBOTICS IS NOT RESPONSIBLE FOR DAMAGE ARISING FROM FAILURE TO FOLLOW INSTRUCTIONS RELATING TO THE PRODUCT'S USE AND/OR STORAGE.

In no event does this limited warranty apply: (a) to damage caused by use with non-Products; (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) to damage caused by operating the Product outside the permitted or intended uses described by Data Robotics; (d) to damage caused by service (including upgrades and expansions) performed by a party other than an authorized representative of Data Robotics or a Data Robotics Authorized Reseller; (e) to a Product or Product part that has been modified to significantly alter functionality or capability without the written permission of Data Robotics; (f) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; or (g) if any Data Robotics serial number has been removed or defaced.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR IMPLIED, AND DATA ROBOTICS SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING, WITHOUT LIMITATION, WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF DATA ROBOTICS CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES OR CONDITIONS, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES AND CONDITIONS SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY AND TO REPAIR, REPLACEMENT OR REFUND SERVICE AS DETERMINED BY DATA ROBOTICS IN ITS SOLE DISCRETION. No Data Robotics reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, DATA ROBOTICS IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH DATA ROBOTICS PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS. DATA ROBOTICS DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF THE PROGRAMS OR DATA.

CONSUMER PROTECTION LAWS
IF YOU ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN YOUR COUNTRY OR REGION OF PURCHASE, THE BENEFITS CONFERRED BY THIS WARRANTY ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. Some countries, states and provinces do not allow the exclusion or limitation of incidental or consequential damages or exclusions or limitations on the duration of implied warranties or conditions, so the above limitations or exclusions may not apply to You. This warranty gives You specific legal rights, and You may also have other rights that vary by country, state or province. This Limited Warranty is governed by and construed under the laws of the country in which the product purchase took place. Data Robotics, the warrantor under this Limited Warranty, is identified at the end of this document according to the country or region in which the product purchase took place.

OBTAINING WARRANTY SERVICE
Product Replacement: No Product may be returned directly to Data Robotics without first contacting Data Robotics for a Return Material Authorization ("RMA") number. If it is determined that the Product may be defective, You will be given an RMA number and instructions for Product return. An unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to You at Your expense. You are responsible for the costs incurred related to returning the Product to Data Robotics pursuant to the Product return instructions. Data Robotics is responsible for the costs incurred related to shipping the Product back to You In the event the Product is to be repaired or replaced, upon receipt of the Product for which You were issued an RMA in accordance with the Product return instructions, Data Robotics shall ship to you a replacement Product by standard ground shipping. In the event the Product is to be repaired or replaced, if You choose to provide Your credit card information to Data Robotics at the time You are issued an RMA, Data Robotics will Advance Ship to You a replacement Product, and You agree to promptly return Your Product at issue within seven (7) days of issuance of the RMA number. In the event Data Robotics does not receive the Product for which You were issued an RMA within such seven (7) days, Your credit card will be charged the manufacturer's suggested retail price of the replacement Product. "Advance Ship" means if Your credit card information is received: (i) before 1 pm local time, ship the same day; or (ii) after 1 pm local time, ship the next business day.

Technical Support: During the Warranty Period, You, as part of this limited warranty coverage, are entitled to access Data Robotics' online help resources to address any question about the Product ("Online Help Resources"). For a period of ninety days from purchase by You ("Technical Support Access Period"), as part of this limited warranty coverage, if the Online Help Resources don't address the support issue, You are entitled to initiate a support request online at www.datarobotics.com/support. After the Technical Support Access Period, support requests may be made at an additional fee. In response to support requests, during local business hours (of the location from which the Product was originally purchased), a Data Robotics representative or Data Robotics Authorized Reseller will help determine whether Your Product requires service and, if it does, will inform you how Data Robotics will provide it. Data Robotics or its Data Robotics Authorized Resellers will provide warranty service on Products that are tendered or presented for service during the Warranty Period, as permitted by law. Warranty service will be provided from the country from which the Product was originally purchased to the extent reasonably possible. Service options, parts availability and response times will vary according to country.

Data Protection: You should make periodic backup copies of the data and programs contained on the Product's hard drive to protect Your data and as a precaution against possible operational failures. Before You deliver your Product for warranty service it is Your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords. DATA ROBOTICS AND ITS AUTHORIZED RESELLERS ARE NOT LIABLE FOR ANY DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR OTHER INFORMATION STORED ON ANY MEDIA, OR ANY NON-DATA ROBOTICS PRODUCT OR PART NOT COVERED BY THIS WARRANTY. RECOVERY AND REINSTALLATION OF SYSTEM, APPLICATION SOFTWARE, AND USER DATA ARE NOT COVERED UNDER THIS LIMITED WARRANTY.

GPL LICENSE CODE
Drobo model B800i, Drobo model B800fs, DroboPro FS, Drobo FS, DroboPro, DroboElite, and DroboShare utilize some GPL licensed Linux code. To obtain a copy of the Linux source code used in our product, please e-mail your request with your name and company affiliation to gplrequest@drobo.com.

DROBOCARE
You may be eligible to purchase DroboCare, a support product which enhances the standard warranty, and is available for an additional fee. Please see the DroboCare terms and conditions at www.datarobotics.com/drobocare.

GENERAL INFORMATION
The information contained herein is subject to change without notice. The only warranties for Data Robotics products and services are set forth in the warranty statements accompanying the products and services. Nothing herein should be construed as constituting an additional warranty. Data Robotics shall not be liable for technical or editorial errors or omissions contained herein.

LIMITED WARRANTY - EMEA
WHAT THIS DOCUMENT IS ABOUT

This document gives you additional legal protection for faulty Data Robotics products.   It is in addition to and not in substitution for your statutory rights as a consumer against Data Robotics, where you bought the product direct from our online store or the retailer who you bought the product from relating to faulty or misdescribed goods or services.

Data Robotics' obligations over and above your normal legal rights to repair or replace faulty product are set out in this document. So please read this document carefully and keep a copy safe.

This Limited Warranty applies only to Data Robotics products – that means products manufactured by or for Data Robotics.   These can be identified because they all have the "Data Robotics" name, or logo on them. In this Limited Warranty document, we call these products "Products". This Limited Warranty does not apply, for instance, to the hard drives manufactured by other companies which may be in the same package as our Product. This Limited Warranty is provided only to the original end-user purchaser of the Product, who we call "You".

IMPORTANT: You need to produce the original receipt for the Product or other proof of the original retail purchase from Data Robotics or one of its authorised resellers satisfactory to us in order to benefit from this Limited Warranty.

We warrant Products against defects in materials and workmanship under normal use as set out in this table:

Name of Product	Where You bought the product (for online orders, this is the delivery address)	Length of limited warranty protection
All Products	In the European Union	Two years
All Products	Outside the European Union	One year

We call the period set out in the right-hand column above the "Warranty Period". If a Product hardware defect arises and a valid claim is received within the applicable Warranty Period, at our option, we will either: (1) repair such defect at no charge, using new or refurbished replacement parts; or (2) exchange the defective Product with a Product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original Product; or (3) refund the purchase price of the Product.   If we decide to refund You the purchase price, You must first provide us with proof of purchase and return the defective Product to us. Contact support to obtain a Return Material Authorization ("RMA") number. Telephone numbers and details how to submit a request online are at http://www.drobo.com/support/contact-support.php. You must pack the Product in appropriate protective packaging and return the unit at your own cost. The returned Product will become our property.

IMPORTANT EXCLUSIONS AND LIMITATIONS

We don't manufacture the data drives on which your data and content is stored, and so we are not responsible under this Limited Warranty for any issues, including defects and performance problems, in those drives.   When you return Products to us under this Limited Warranty, you must take the drives out of the Product first because problems with a drive should be dealt with under the warranty provided by its manufacturer, including where even if the drive is bought together with a Product. Please note the instruction manuals' warnings including the advice not to turn your Product off whilst data is being copied across drives (in 'relayout') as you risk losing data. For these reasons, we do not accept any responsibility under this Limited Warranty for any data, including any lost or corrupted data, no matter how and why this may occur.

Back-ups: You should make periodic backup copies of the data and programs contained on the Product's hard drive to protect Your data and as a precaution against possible operational failures. Before You deliver your Product for warranty service it is Your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords.

The Limited Warranty does not apply to any hardware or equipment that is not a Product (see "What this document is about" above) or any software, even if packaged or sold with Product. Manufacturers, suppliers, or publishers, other than Data Robotics may provide their own warranties to You. DATA ROBOTICS IS NOT RESPONSIBLE FOR DAMAGE ARISING FROM FAILURE TO FOLLOW INSTRUCTIONS RELATING TO THE PRODUCT'S USE AND/OR STORAGE.

In no event does this limited warranty apply: (a) to damage caused by use with equipment or hardware that is not a Product (see "What this document is about" above); (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) to damage caused by operating the Product outside the permitted or intended uses described by Data Robotics; (d) to damage caused by service (including upgrades and expansions) performed by a party other than an authorized representative of Data Robotics or a Data Robotics Authorized Reseller; (e) to a Product or Product part that has been modified to significantly alter functionality or capability without the written permission of Data Robotics; (f) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship in the Product; or (g) if any Data Robotics serial number has been removed or defaced.

No Data Robotics reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty on behalf of Data Robotics.

Consumer users

Where you have bought the Product primarily for domestic and non-commercial use, the following limitation on Data Robotics' liability under this Limited Warranty apply:
DATA ROBOTICS IS NOT RESPONSIBLE TO YOU FOR ANY BUSINESS LOSS OR DAMAGE (SUCH AS LOSS OF PROFIT) OR FOR ANY LOSS THAT IS NOT A REASONABLY FORSEEABLE CONSEQUENCE OF YOUR USE OF THE PRODUCT.
THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, TO FRAUD, AND PRODUCT LIABILITY CLAIMS WHERE PRODUCTS ARE UNSAFE.

Business users

Where you have bought the Product primarily for business use, the following limitation on Data Robotics' liability under this Limited Warranty apply:

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OBTAINING WARRANTY SERVICE

Product Replacement: No Product may be returned directly to Data Robotics without first contacting Data Robotics for a RMA number. You can contact us to request an RMA number by contacting technical support. Telephone numbers and details how to submit a request online are at http://www.drobo.com/support/contact-support.php.

If it is determined that the Product may be defective, You will be given an RMA number and instructions to return the Product. An unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to You at Your expense. You are responsible for the costs incurred related to returning the Product to Data Robotics pursuant to the Product return instructions. Data Robotics is responsible for the costs incurred related to shipping the Product back to You. In the event the Product is to be repaired or replaced, upon receipt of the Product for which You were issued an RMA in accordance with the Product return instructions, Data Robotics shall ship to you a replacement Product by standard ground shipping. In the event the Product is to be repaired or replaced, if You choose to provide Your credit card information to Data Robotics at the time You are issued an RMA, Data Robotics will Advance Ship to You a replacement Product, and You agree to promptly return Your Product at issue within seven (7) days of issuance of the RMA number. In the event Data Robotics does not receive the Product for which You were issued an RMA within such seven (7) days, Your credit card will be charged the manufacturer's suggested retail price of the replacement Product. "Advance Ship" means, if Your credit card information is received: (i) before 1 pm local time, ship the same day; or (ii) after 1 pm local time, ship the next business day; for express delivery.

Technical Support: During the Warranty Period, You, as part of this limited warranty coverage, are entitled to access Data Robotics' online help resources to address any question about the Product ("Online Help Resources"). For a period of ninety days from retail purchase by You (we call this ninety days the "Technical Support Access Period"), as part of this limited warranty coverage, if the Online Help Resources don't address the support issue, You are entitled to initiate a support request online at www.datarobotics.com/support. After the Technical Support Access Period, support requests may be made at an additional fee available on request. In response to support requests, during local business hours, a Data Robotics representative or Data Robotics Authorized Reseller will help determine whether Your Product requires service and, if it does, will inform you how Data Robotics will provide it. Data Robotics or its Data Robotics Authorized Resellers will provide warranty service on Products that are tendered or presented for service during the Warranty Period. Warranty service will be provided from the country from which the Product was originally purchased to the extent reasonably possible. Service options, parts availability and response times will vary according to country. In accordance with applicable law, Data Robotics may require that You furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. Please refer to the online product documentation at www.datarobotics.com/products for more details on this and other matters on obtaining warranty service.

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