

RMA Packaging Guidelines for
Synology NAS



Table of Contents

Introduction	01
Product Packaging Materials	02
Desktop or Tower Device Packaging Guidelines	03
Product wrapping guidelines	
Product packing guidelines	
Rackmount Device Packaging Guidelines	07
Product wrapping guidelines	
Product packing guidelines	

Find your information

Synology publishes a wide range of supporting documentation.

In [Knowledge Center](#), you will find useful Help and FAQ articles, as well as video tutorials breaking up processes into handy steps. You can also find User's Guides, Solution Guides, brochures, and White Papers. Experienced users and administrators will find answers and guidance in technical Administrator's Guides and Developer Guides.

Got a problem and unable to find the solution in our official documentation? Search hundreds of answers by users and support staff in [Synology Community](#) or reach [Synology Support](#) through the web form, email or telephone.



Introduction

The packaging guidelines will walk you through the steps in handling your Synology NAS before returning them to the Synology RMA center. Please follow the proper packing requirements and procedures to ensure the protection of your Synology NAS until they reach the Synology RMA center.

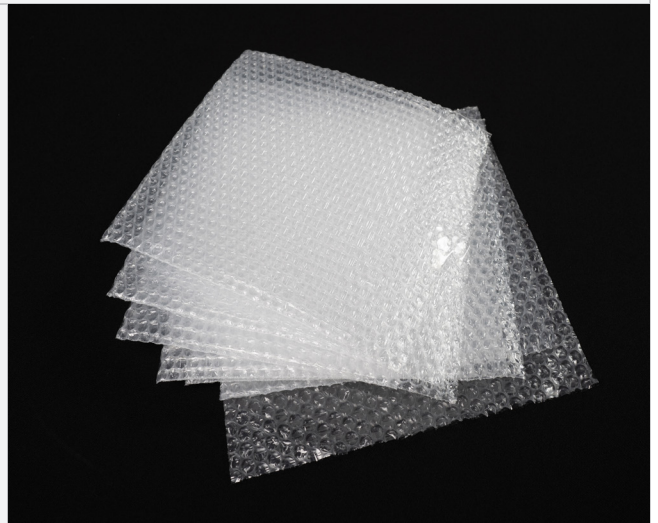
Product Packaging Materials

The primary objective of using standard packaging materials is to secure the Synology NAS from damage during shipping and handling.

Air column or bubble wrap: A shock-resistant material to ensure the device's protection inside the box.



Air column bag



Bubble wrap

Note:

- Other shipping packaging materials with a good cushioning function can be used.

Carton box: A sturdy box to ensure that there are no gaps in the box that allow the device to move around.



Carton sealing tape: Seals the exterior box to prevent the device from slipping out during shipment.



Desktop or Tower Device Packaging Guidelines

The following steps below demonstrate how to implement the RMA packaging guidelines for desktop or tower devices. DS1821+ is used as an example for illustration purposes.

Product wrapping guidelines

1. Place the product on the center of the air column bag, covering the entire bottom of the tower device, including its edges and corners.



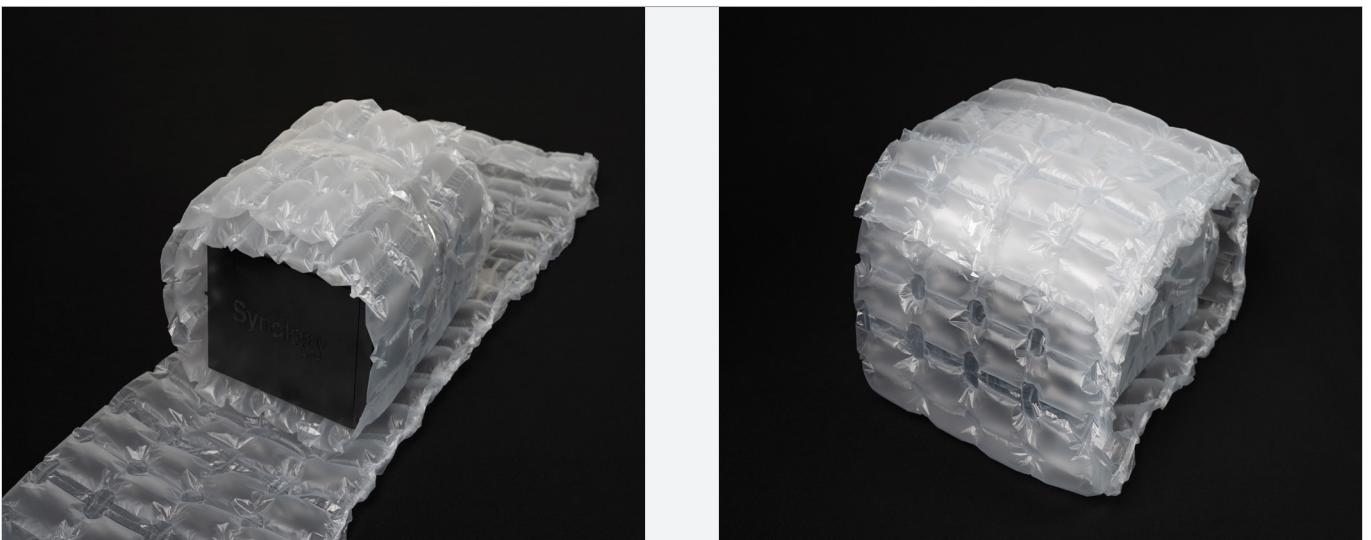
2. Wrap the device using the air column bag. Make sure the four edges and corners are all covered.



3. Secure the air column bag with a sealing tape. There should be no gap between the device and the air column bag.



4. Repeat steps 1 to 3 for the device's remaining side surfaces.

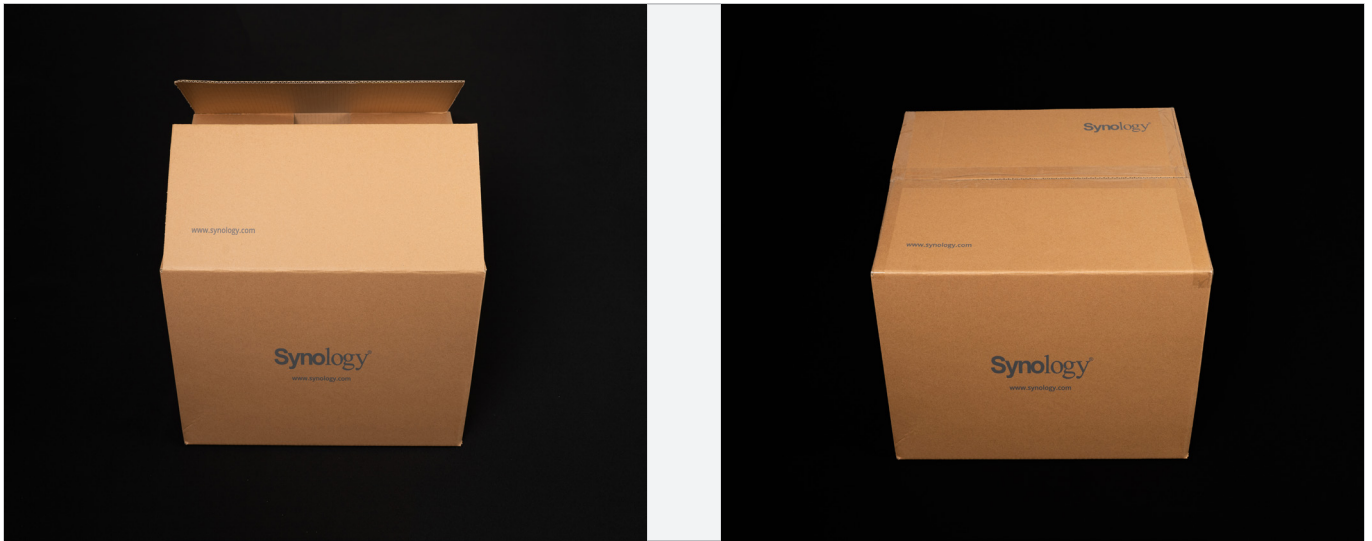


Product packing guidelines

1. Place the tower device in the center of the carton box. Make sure there are no huge gaps.



2. Close the carton box's top and use a sealing tape to fasten the box's sides.



Note:

- If there is a gap after the item has been placed in the carton box, fill it with air column bag or bubble wrap protective materials. Do not use loose fills (e.g., packing pellets, peanuts), air bags, or newspaper to wrap the Synology NAS.



Packing pellets and peanuts

Rackmount Device Packaging Guidelines

The following steps below demonstrate how to implement the RMA packaging guidelines for rackmount devices. RS2421RP+ is used as an example for illustration purposes.

Product wrapping guidelines

1. Place the product on the center of the air column bag, covering the entire bottom of the rackmount device, including the device's edges and corners.



2. Wrap the device using the air column bag. Make sure the four edges and corners are all covered.

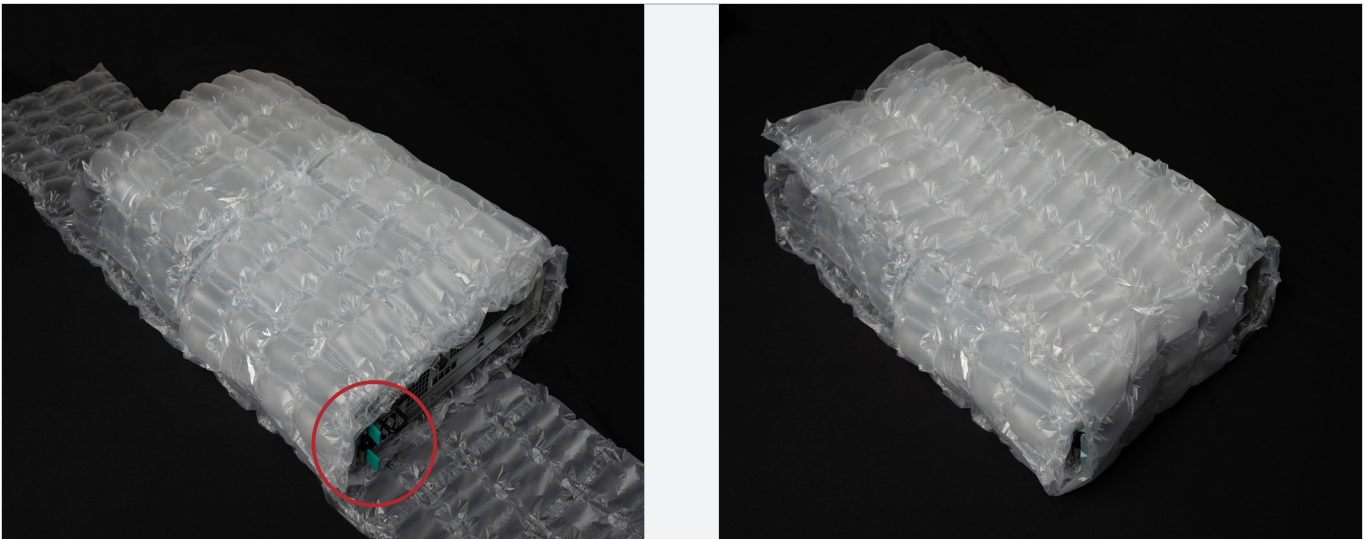


3. Secure the air column bag with a sealing tape. There should be no gap between the device and the air column bag.



4. Repeat steps 1 to 3 for the device's front and rear surfaces.

Rear: RP PSU latches



Front: Protruding handles



Note:

- The RP PSU latches on the rear and the handle on the front of the product are protruding. Cover the protruding parts of the device with cushioning material to keep it safe during shipping.





Product packing guidelines

1. Place the rackmount device in the center of the carton box. Make sure there are no huge gaps.





2. Close the carton box's top and use a sealing tape to fasten the box's flaps and sides.



Note:

- If there is a gap after the item has been placed in the carton box, fill it with air column bag or bubble wrap protective materials. Do not use loose fills (e.g., packing pellets, peanuts), air bags, or newspaper to wrap Synology RMA devices.



Packing pellets and peanuts



**SYNOLOGY
INC.**

9F, No. 1, Yuandong Rd.
Banqiao Dist., New Taipei City 220545
Taiwan
Tel: +886 2 2955 1814

**SYNOLOGY
AMERICA CORP.**

3535 Factoria Blvd SE, Suite #200,
Bellevue, WA 98006
USA
Tel: +1 425 818 1587

**SYNOLOGY
UK LTD.**

Unit 5 Danbury Court, Linford Wood,
Milton Keynes, MK14 6PL
United Kingdom
Tel.: +44 (0)1908048029

**SYNOLOGY
FRANCE**

102 Terrasse Boieldieu (TOUR W)
92800 Puteaux
France
Tel: +33 147 176288

**SYNOLOGY
GMBH**

Grafenberger Allee 295
40237 Düsseldorf
Deutschland
Tel: +49 211 9666 9666

**SYNOLOGY
SHANGHAI**

200070, Room 201,
No. 511 Tianmu W. Rd.,
Jingan Dist., Shanghai,
China

**SYNOLOGY
JAPAN CO., LTD.**

4F, No. 3-1-2, Higashikanda,
Chiyoda-ku, Tokyo, 101-0031
Japan

Synology®



synology.com

Synology may make changes to specifications and product descriptions at any time, without notice. Copyright © 2022 Synology Inc. All rights reserved. ® Synology and other names of Synology Products are proprietary marks or registered trademarks of Synology Inc. Other products and company names mentioned herein are trademarks of their respective holders.