

FnL Warranty & RMA Services

FnL AIC Drives are built to a standard, not a price point, and have been extensively tested in real-world environments to ensure they meet or exceed the official specifications.

Every FnL AIC drive is backed by a 3-Year Limited Warranty* and free, lifetime technical support.

**The Limited warranty may be impacted by the AIC drives' current TBW rating. NVMe SSD's that have exceeded their TBW thresholds due to standard operation are not device failures – this is the expected outcome of normal wear-and-tear; the drives are operating within their manufacturer's stated specifications and must be replaced by the customer/end-customer. Drives in such a state are not covered by our Warranty Policy.*

FnL Sales & Support Services

FnL provides a wide range of Pre and Post-Sales Support services for all AIC drive customers.

FnL representatives can be contacted directly during standard working hours, and 24-7 via our Online Support Interface. A wealth of self-help resources and articles are available from FnL's dedicated Online Knowledge Base.

Online Web-Portal Support

Contact our Support Staff using our Online Web Support Portal. This service is available for all customers, and is open 24-7-365. Customers can register new products, submit technical or presales inquiries, create support tickets, and request RMA's for any product still under warranty.

Real-Time Chat Services

Customers can converse directly with our in-house Sales & Support Staff for expert guidance or assistance. The FnL chat interface is built directly into the FnL website, and is active during our standard working hours.

PST: 9:00 AM-12:00 PM, and 1:00 to 5:00 PM

Pro-Active Online Knowledge Base

FnL product lines have a unique Knowledge Base, which is available to all FnL customers. The intuitive, searchable online database includes a list of common questions and answers, installation and optimization guides, and an extensive library of troubleshooting articles. The FnL Knowledge base is updated daily, and is available 24-7-365.

Standard Hardware Replacement (RMA)

This optional service allows customers to return HighPoint products for testing purposes, upon referral from a Support Representative, to determine if the unit in question requires repair or replacement.

Typically, tests take between 3-10 working days.