

# TOSHIBA

TOSHIBA ELECTRONICS EUROPE GMBH

STORAGE PRODUCT DIVISION



## Toshiba Service Portal

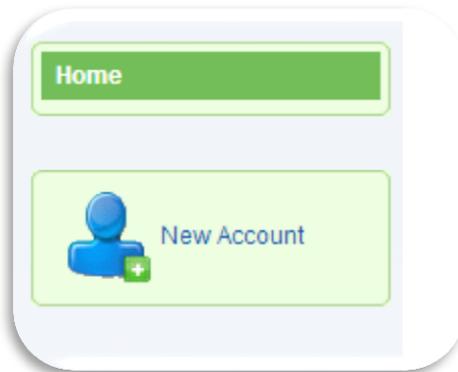
### INDEX

Account.....	2
Create Web-Account .....	2
Change ACCOUNT INFORMATION.....	3
Change Password .....	4
Check Information .....	5
Warranty Check.....	5
Brand Check .....	7
RMA Request .....	9
Create RMA Request .....	9
Get RMA Request Information .....	12
Get Order Confirmation .....	13
Get RMA Statusinfo.....	13

## ACCOUNT

### CREATE WEB-ACCOUNT

If you are not already registered, then please register under the button **NEW ACCOUNT**.



Here you will be asked to enter your data. All fields marked with \* are mandatory.

Finally, you can create your own password.

A password check for the quality of the password is also included.

A screenshot of a web registration form titled 'Create New Account' for 'STORREPAIR'. The form is divided into two main sections: 'Customer Information' and 'Password'. The 'Customer Information' section includes fields for Customername, Customername1, Street and Number, Add Address, Country (set to Andorra), Country Code, ZIP, City, EU (set to EU), Title (set to Mr.), Contact Person, eMail, Phone, and Fax. Each field has a small red asterisk indicating it is mandatory. The 'Password' section includes fields for Password and Confirm Password, also marked with red asterisks. A blue 'Submit' button is located at the bottom of the form. The background of the form features a globe icon and binary code.

**Please note that the registration may take up to one workingday. You will be informed by e-mail if your registration was successfully.**

## CHANGE ACCOUNT INFORMATION

If you want to change your customer information, then select [ACCOUNT SETTINGS](#).



Your customer information will be loaded, you can make your changes and save them.

The new information will be checked and then new released.

**This change may take up to 2 hours until it is effective.**

The logo for STORREPAIR features a blue globe with white latitude and longitude lines on the left. To the right of the globe, the word "STORREPAIR" is written in a bold, blue, italicized sans-serif font. The background of the logo area is white with faint, repeating binary code (0s and 1s) in a light blue color.

### Account Settings

Customernumber:

Customername:

Customername1:

Street and Number:

Add Address:

Country:

Country Code:

ZIP:

City:

EU:

Title:

Contact Person:

eMail:

Phone:

Fax:

## CHANGE PASSWORD

If you want to change your password, then go to the point **CHANGE PASSWORD**.



Here you will be asked for your old password and your new password. The new password must be confirmed.

### Change Password

Old Password:

New Password:

Confirm Password:



**This change may take up to 2 hours until it is effective.**

## CHECK INFORMATION

### WARRANTY CHECK

In the **WARRANTY CHECK** you have the option to enter your serial numbers manually or to upload a text (\*.txt) file. You will get a detailed list of which serial numbers IN warranty and OUT OF warranty.

#### Warranty Check

If you want to verify warranty status of Toshiba drive, please enter your serial number(s) in the box below.

Summary	Qty
IN	
OUT	
NoData	
Duplicate	
Wrong S/N	
Total	

**Note:**

1. One serial number per line
2. Example of serial number: 3014B25CTHH9
3. For more as 100 serial numbers, please take the FileUpload Button



SearchDatei auswählen Keine ausgewählt

Also you will get a summary of:

Summary	Qty
IN	
OUT	
NoData	
Duplicate	
Wrong S/N	
Total	

If you want a detailed list, then press the button [SHOW DETAILS](#)

Warranty	S/N	Vendor Item#	Model#
IN	226S103OTL4Z	THNSNC128GAMJ(MALA	
IN	42KS11OYTK9Z	THNSNC128GCSJ(MALA	
IN	42KS11PFTK9Z	THNSNC128GCSJ(MALA	
IN	62OS100ETZ9Z	THNSFC256GAMJ(MVLA	
IN	62OS1012TZ9Z	THNSFC256GAMJ(MVLA	
IN	62OS1024TZ9Z	THNSFC256GAMJ(MVLA	
OUT	22R6P3S8TQK5	HDD2F53MUL51T	MK3261GSY
OUT	31M5P0J2TNU9	HDD2E85MUL52	MK1661GSY
OUT	32QAP30GTQK4	HDD2F52MUL51T	MK5061GSY
OUT	41R8P1IGTNU8	HDD2E83MUL52	MK3261GSY
OUT	60T8WECOWGB5	HDD1F07MBL52	MK2529GSG
OUT	61IRD07YBQK4	HDD2F52MUL51B	MK5061GSY
OUT	72C005BPJU13	HDKPC03A0A01J	DT01ACA100
OUT	72C005DBJU13	HDKPC03A0A01J	DT01ACA100
OUT	72D000CSJU13	HDKPC03A0A01J	DT01ACA100
OUT	72D000T4JU13	HDKPC03A0A01J	DT01ACA100
OUT	72E93S9BJU13	HDKPC03A0A01J	DT01ACA100
OUT	72EH4GHFJU13	HDKPC03A0A01J	DT01ACA100
OUT	72QIP2E9TQK4	HDD2F52MUL51T	MK5061GSY
OUT	807RWIAYWGB5	HDD1F07MBL52	MK2529GSG
OUT	82Q97GJJJWK5	HDKPC05A0A02J	DT01ACA050
OUT	EB03PB201SSV	CA07173-B20300DE	MBF2300RC
OUT	EB03PB3022A1	CA07173-B20300DE	MBF2300RC
OUT	EB03PB303D2D	CA07173-B20300DE	MBF2300RC
OUT	EB03PB303ESV	CA07173-B20300DE	MBF2300RC
OUT	EB03PB303KEN	CA07173-B20300DE	MBF2300RC
OUT	EB03PB404M7B	CA07173-B20300DE	MBF2300RC#DE
OUT	EB03PB404W18	CA07173-B20300DE	MBF2300RC#DE
OUT	X29HP5CTTQK4	HDD2F52MUL51T	MK5061GSY
OUT	Y201YFOHFQK4	HDD2F52MUL51T	MK5061GSY

[Export to Excel](#)

Please press the button [EXPORT TO EXCEL](#).

## BRAND CHECK

In the **BRAND CHECK** you have the option to enter your serial numbers manually or to upload a text (\*.txt) file.

You will get a detailed list which serial numbers belong to which Brand.

### Brand Check

If you want to verify warranty status of Toshiba drive, please enter your serial number(s) in the box below.

Summary	Qty
T-Brand	
H-Brand	
S-Brand	
F-Brand	
Wrong S/N	
Duplicate	
Total	

**Note:**

1. One serial number per line
2. Example of serial number: 3014B25CTHH9
3. For more as 100 serial numbers, please take the FileUpload Button



**Search**File auswählenKeine ausgewählt

Also you will get a summary of:

Summary	Qty
IN	
OUT	
NoData	
Duplicate	
Wrong S/N	
Total	

If you want a detailed list, then press the button [SHOW DETAILS](#)

Brand	S/N	Model	Vendor Item Number
S-Brand	226S103OTL4Z	THNSNC128GAMJ	THNSNC128GAMJ
T-Brand	22R6P3S8TQK5	MK3261GSY	HDD2F53MUL01
T-Brand	31M5P0J2TNU9	MK1661GSY	HDD2E85MUL02
T-Brand	32QAP30GTQK4	MK5061GSY	HDD2F52MUL01
T-Brand	41R8P1IGTNU8	MK3261GSY	HDD2E83MUL02
S-Brand	42KS110YTK9Z	THNSNC128GCSJ	THNSNC128GCSJ
S-Brand	42KS11PFTK9Z	THNSNC128GCSJ	THNSNC128GCSJ
T-Brand	60T8WECOWGB5	MK2529GSG	HDD1F07MBL02
T-Brand	61IRD07YBQK4	MK5061GSY	HDD2F52MUL01
S-Brand	62OS100ETZ9Z	THNSFC256GAMJ	THNSFC256GAMJ
S-Brand	62OS1012TZ9Z	THNSFC256GAMJ	THNSFC256GAMJ
S-Brand	62OS1024TZ9Z	THNSFC256GAMJ	THNSFC256GAMJ
H-Brand	72C005BPJU13	DT01ACA100	HDKPC03A0A01
H-Brand	72C005DBJU13	DT01ACA100	HDKPC03A0A01
H-Brand	72D000CSJU13	DT01ACA100	HDKPC03A0A01
H-Brand	72D000T4JU13	DT01ACA100	HDKPC03A0A01
H-Brand	72E93S9BJU13	DT01ACA100	HDKPC03A0A01
H-Brand	72EH4GHFJU13	DT01ACA100	HDKPC03A0A01
T-Brand	72QIP2E9TQK4	MK5061GSY	HDD2F52MUL01
T-Brand	807RWIAYWGB5	MK2529GSG	HDD1F07MBL02
H-Brand	82Q97GJJWVK5	DT01ACA050	HDKPC05A0A02
F-Brand	EB03PB201SSV	MBF2300RC	CA07173-B20300DE
F-Brand	EB03PB3022A1	MBF2300RC	CA07173-B20300DE
F-Brand	EB03PB303D2D	MBF2300RC	CA07173-B20300DE
F-Brand	EB03PB303ESV	MBF2300RC	CA07173-B20300DE
F-Brand	EB03PB303KEN	MBF2300RC	CA07173-B20300DE
F-Brand	EB03PB404M7B	MBF2300RC	CA07173-B20300DE
F-Brand	EB03PB404W18	MBF2300RC	CA07173-B20300DE
T-Brand	X29HP5CTTQK4	MK5061GSY	HDD2F52MUL01
T-Brand	Y201YFOHFQK4	MK5061GSY	HDD2F52MUL01

[Export to Excel](#)

Please press the button [EXPORT TO EXCEL](#).

## RMA REQUEST

### CREATE RMA REQUEST

### RMA Request

**Warranty Check**   **RMA Info**   **Review Request**   **RMA Request**

If you want to verify warranty status of Toshiba drive, please enter your serial number(s) in the box below.

Summary	Qty
IN	
OUT	
NoData	
Duplicate	
Duplicate SRG	
Total	

**Note:**

1. One serial number per line
2. Example of serial number: 3014B25CTHH9
3. For more as 255 serial numbers, please take the FileUpload Button



Here you have the option to enter your serial numbers manually or to upload a text (\*.txt) file. You will get a detailed list of which serial numbers are IN warranty and which serial numbers OUT OF warranty.

**Please Note: StorRepair accept only drives which are IN warranty**

Also you will get a summary of:

Summary	Qty
IN	
OUT	
NoData	
Duplicate	
Duplicate SRG	
Total	

If you press the button **NEXT**, then you will get a detailed list of the Warranty Status.

Warranty Check
RMA Info
Review Request
RMA Request

Collapse All | Expand All

Pcs.	Warranty	Brand	S/N	Model	VIN
Previous 1 Next					
17	▼ IN				
17		▼ T-Brand			
1			245XTI71TS97	MQ01ABD100	HDKBB96A1A01T
1			24BFSJAUSS97	MQ01ABD100	HDKBB96A1A01
1			42E3Y4BOFMU6	MK3276GSX	HDD2J94CSL51T
1			435HFWSSSS97	MQ01ABD100	HDKBB96A1A01
1			63PASB44SSB1	MQ01ABD050	HDKEB03A1A01
1			63PLS3SNSSB1	MQ01ABD050	HDKEB03A1A01
1			73E5SVUJSS97	MQ01ABD100	HDKBB96A1A01
1			93QSP00MT5TA	MQ01ABD100H	HDKGB05A2A02T
1			X3GLP053T5VA	MQ01ABF050H	HDKCB26A2A02T
1			Y3ABSTOMSS97	MQ01ABD100	HDKBB96A1A01
1			Y3ADSCGOSS97	MQ01ABD100	HDKBB96A1A01
1			Y3ADSCKGSS97	MQ01ABD100	HDKBB96A1A01
1			Y3JHSG0CSS97	MQ01ABD100	HDKBB96A1A01
1			Y3LFS1CWSS97	MQ01ABD100	HDKBB96A1A01
1			Y3LNPWH1TS97	MQ01ABD100	HDKBB96A1A01T
1			Z1LEF0B8SRK9	MQ01ABD100	HDKBB96AZA01
1			Z3REW05ST5VA	MQ01ABF050H	HDKCB26A2A02T

Back
Next

In the next step you will be asked to enter your reference number. This will be used for your requested drives.

**Warranty Check**      **RMA Info**      **Review Request**      **RMA Request**

**Info:**

You can request only drives which are IN Warranty.  
Therefore, only these are listed below.  
If you have any questions about your warranty terms, then please contact your distributor.  
Thank you for your understanding.

[Back](#)

**T-Brand**  
IN Warranty drives: 3 pcs.

[Create RMA](#)

Sales Order Number:

Previous 1 Next

**S/N**

3420A17EFQ96  
3450A048FQ96  
3460A007FQ96

To create your RMA number, please press the button **CREATE RMA**.

**T-Brand**  
IN Warranty drives: 3 pcs.

[Create RMA](#)

Sales Order Number:

Previous 1 Next

**S/N**

3420A17EFQ96

**Please be aware that the import of your RMA Request can take up to 20 minutes.**

If the RMA number looks like T \*\*\*\*\* or H\*\*\*\*\* etc., then the order has not yet been imported into StorRepair system.

The screenshot shows a process flow with four steps: Warranty Check, RMA Info, Review Request, and RMA Request. Below the flow is a table with the following data:

RMA #	Customer #	Customername	Sales Order #	Brand	Pcs.	Status	CreateDate	
T*****	[Redacted]			T-Brand	23	Create_RMA	Dec 13, 2013	Delete

As long as the order is not yet imported, you have the option to cancel it by pressing the button **DELETE**.

A close-up view of the 'Delete' button located in the table row for RMA # T\*\*\*\*\*.

#### GET RMA REQUEST INFORMATION

If the RMA number looks like T \*\*\*\*\* or H\*\*\*\*\* etc., then the order has not yet been imported into StorRepair system.

The screenshot shows a table with the following data:

RMA #	Customer #	Customername	Sales Order #	Brand	Pcs.	Status	CreateDate	
T*****	[Redacted]			T-Brand	23	Create_RMA	Dec 13, 2013	Delete
T*****	[Redacted]			T-Brand	4	Create_RMA	Dec 13, 2013	Delete
F*****	[Redacted]			F-Brand	3	Create_RMA	Dec 13, 2013	Delete
T*****	[Redacted]			T-Brand	17	Create_RMA	Apr 22, 2014	Delete

As long as the order is not yet imported, you have the option to cancel it by pressing the button **DELETE**.

## GET ORDER CONFIRMATION

If your RMA request is imported to StorRepair system, you will get your RMA number by e-mail. Also a link to StorRepair Service Portal included.

If you follow this link and use your login datas, you are able to see or print your order confirmation.

### Order Confirmation

[Collapse All](#) | [Expand All](#)

<a href="#">Previous</a>	<a href="#">9</a>	<a href="#">10</a>	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>	<a href="#">14</a>	<a href="#">15</a>	<a href="#">16</a>	<a href="#">Next</a>
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RMA#	Reference#	Date
S10371	BOX-E-7.4.14	08.04.2014
▼ H-Brand		
H11903	RMA-E-1056	14.04.2014
H11904	RMA-E-1059	14.04.2014

## GET RMA STATUSINFO

If you want to get a status of your requested drives, simply search by RMA number.



Please enter the RMA Number:

\*RMA Number is 6 digit long!

[Previous](#) [Next](#)

Call #	Callnumber	S/N	Model	Vendor	Item #	Status
--------	------------	-----	-------	--------	--------	--------