



OWC<sup>®</sup> Jupiter<sup>™</sup> mini-SAS  
6G HBA PCIe Card

ASSEMBLY MANUAL & USER GUIDE



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*Firmware, images, and descriptions may vary slightly between this manual and the unit shipped. Functions and features may change depending on the firmware version. Please visit the product webpage for the latest specifications.*

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# INTRODUCTION

## 1.1 OWC JUPITER OVERVIEW

### 1.1.1 Jupiter

Whether you're an entrepreneur, IT manager, five-person design firm, or Hollywood studio, OWC Jupiter is the perfect high-speed scalable storage solution that can grow and adapt to ever-increasing storage needs.

With Jupiter, users can now combine the highest levels of data sharing performance with the simplicity of direct attached storage (DAS) and achieve speeds 6x faster than traditional SAN technologies. Jupiter is also easy on the budget at a fraction of the cost of traditional SAN technologies.

### 1.1.2 Jupiter Family



#### Storage

When it comes to storage, Jupiter truly lives up to its namesake's stature. Start with just an 8TB rack, and with its scalability, Jupiter can be built with expander units and switches to accommodate up to 3600TB (3.6 Petabytes). You can also utilize SSDs or hard drives to best fit your storage needs.



#### Connectivity

With Jupiter, get ready for speeds that are out of this world. Simply install the low profile, two-port Jupiter mini-SAS PCIe Card into any computer, workstation or server that accepts PCIe cards to experience the extreme performance benefits of OWC Jupiter mini-SAS enterprise-class storage. Use a single mini-SAS connection for up to 24Gbp/s or use both connections for up to 48Gbp/s performance.



#### Switches

Need to expand? Connect multiple Jupiter storage systems with the powerful enterprise-class switch – available with 8 or 16 ports. Jupiter switches feature an expansion mini-SAS port and can seamlessly integrate within an existing Fibre infrastructure. Jupiter switches have six mini-SAS connections to connect multiple Jupiter storage systems in a variety of ways and two host mini-SAS Connections allow you to connect to a single host system to get peak performance.

## 1.2 PRODUCT SPECIFICATIONS

### 1.2.1 Features

- PCIe 2.0 x8 (4GB/s bandwidth) host interface
  - Compatible with PCIe 1.0 x8 (2GB/s bandwidth) interface
- Two x4 external mini-SAS (SFF-8088) connectors
  - 6Gb/s data transfer rate per SAS port/channel
- Support up to 1024 end devices
- RAID levels 0, 1, 10 and JBOD (SPAN and individual drive modes) supported
- Supports connections to SAS and SATA HDDs, SSDs, and tape drives
- Low power consumption
- MD2 low-profile form-factor design
- RoHS compliant
- 3 year warranty

### 1.2.2 Benefits

- Highest performance 8-port adapter offered
- Flexible SATA+SAS array architecture optimizes cost
- 8 external high-speed SAS ports for maximum mass-storage connectivity
- SATA+SAS interconnect proven through the LSI robust serial technology
- Environmentally friendly due to low-power consumption
- Compatible with 6Gb/s and 3Gb/s, SATA and SAS, hard disk drives, solid state drives, and tape drives

### 1.2.3 Technical Specifications

|  |   |  |
|--|---|--|
| <b>IO Controller:</b>                    | LSISAS2308, Fusion MPT 2.0                          |  |
| <b>IO's Per Second:</b>                  | Over 550,000 IOPs                                   |  |
| <b>Storage Connectivity &amp; Rates:</b> | 8 ports, 6Gb/s SAS 2.1 compliant                    |  |
| <b>SAS Bandwidth:</b>                    | Half duplex<br>600 MB/s per lane                    |  |
| <b>Port Configurations:</b>              | Two x4 wide ports (total of eight x1 ports)         |  |
| <b>Host Bus:</b>                         | x8 lane PCI Express 2.0                             |  |
| <b>PCI Burst Transfer Rates:</b>         | Half duplex<br>x8 PCIe 4000 MB/s                    |  |
| <b>Physical Dimensions:</b>              | Low profile (2.7" x 6.6")                           |  |
| <b>Brackets:</b>                         | Full height   |  |
| <b>Connectors:</b>                       | Two external mini-SAS connectors (SFF8088)          |  |
| <b>Cable Support:</b>                    | Passive copper                                      |  |
| <b>PCI Card Type:</b>                    | 3.3 V add-in card                                   |  |
| <b>Operating Voltage:</b>                | +12V +/-8%; 3.3V +/-8%                              |  |
| <b>PCI Power:</b>                        | 9 W typical (airflow min 200 LFM)                   |  |
| <b>Device Support:</b>                   | 1024 non-RAID devices                               |  |
| <b>Environmental:</b>                    | Operating<br>0°C to 55°C<br>5 to 90% non-condensing | Non-Operating<br>-45°C to 105°C<br>5 to 90% non-condensing |
| <b>MTBF:</b>                             | >3,000,000 hours                                    |  |

**Regulatory Certifications:** EMC: Class B-US (CFR 47, P15B); Canada (ICES-003); Japan (V-3/02.04); Europe (EN55022/EN55024); Australia/New Zealand (AS/NZS 3548); Safety: EN60950, RoHS 6 of 6; WEEE

**Warranty:**

### 1.2.4 Mac® Requirements

**Hardware:** Intel-based Mac with an available PCIe 2.0 or 1.0 slot capable of supporting an x8 (8-lane) length PCIe card or a Thunderbolt™ equipped computer with a Thunderbolt™ PCIe expansion unit. For optimal performance, use a PCIe 2.0 slot running at x8 speeds or greater.

**Operating System:** Mac OS X 10.6 or later

### 1.2.5 PC Requirements

**Hardware:** Any computer with an available PCIe 2.0 or 1.0 slot capable of supporting an x8 (8-lane) length PCIe card. For optimal performance, use a PCIe 2.0 slot running at x8 speeds or greater.

**Operating Systems:** Windows® 2000/XP/2003 and later; Linux (SuSE , Red Hat); Solaris; VMware; FreeBSD

### 1.2.6 Compatibility

- SAS/SATA drives (1.5Gb/s, 3.0Gb/s, or 6.0Gb/s)
- Drives of identical capacity / model are recommended for RAID configurations

Thunderbolt™ is a trademark of Intel Corporation in the U.S. and/or other countries

Mac® is a registered trademark of Apple Inc., registered in the U.S. and other countries

Windows® is a registered trademark of Microsoft Corporation in the United States and other countries.

## 1.3 PACKAGE CONTENTS



Jupiter 6G-HPCI-2E Card

# SYSTEM SETUP

## 2.1 HARDWARE INSTALLATION

*Before Installing the OWC Jupiter mini-SAS 6G HBA PCIe Controller Card...*

- Make sure computer is turned off and unplugged from its power source
- Take appropriate electrostatic discharge precautions:



*Your computer is a static-sensitive device. It is susceptible to invisible damage if not protected during installation.*

*We recommend proper grounding by using a grounding strap. Make sure to work in a clean and static-free area, and avoid wearing clothing that retains static charges.*

*For more information, please visit:*

<http://www.macsales.com/static>

- Step 1** Open the computer system's chassis and locate an unused PCIe 2.0 or 1.0 slot (x8, or x16 slot required). For optimal performance, use a PCIe 2.0 slot running at x8 speeds or greater.
- Step 2** Remove the PCIe slot cover.
- Step 3** Gently insert the Jupiter card into the PCIe slot and secure the bracket to the computer chassis according to your chassis specifications.
- Step 4** After installing the Jupiter card, start your computer.
- Step 5** After your computer has started, insert the Driver & Software Installation Disc to install the necessary drivers for your computer's operating system.

## 2.2 SOFTWARE & DRIVER INSTALLATION

### 2.2.1 Mac OS X Software & Driver Installation

The latest OWC Jupiter mini-SAS 6G HBA Controller Card drivers and software can be downloaded from <http://www.macsales.com/jupiter/downloads>.

Once you have installed the Jupiter mini-SAS 6G HBA Controller Card and booted your Mac, follow these instructions to install the drivers and the Jupiter Management software:

1. Double-click on the downloaded "XXXXXX.dmg" file to mount the disc image containing the Mac OS X software and drivers.
2. Double-click on the installer package labeled "Jupiter mini-SAS 6G HBA Install" to start the installation process.
3. Follow the on-screen steps to complete the installation process. After the install has completed, restart your computer to complete the installation.

## 2.2.2 Windows 8 Driver Installation

The drivers for the Jupiter mini-SAS 6G HBA Controller Card can be installed via the built-in hardware Wizard using the instructions below. The latest Windows drivers can also be downloaded directly from LSI support. The drivers can be found under the 9205-8e product section. For your convenience, you can use these links to get directly to the downloads section.

[LSI General Support Documents & Downloads](#)

[LSI 9205-8e Documents & Downloads](#)

After starting your computer with the Jupiter mini-SAS 6G HBA Controller Card installed, Windows will display the “New Hardware Found” notification in the taskbar, which will state that the “Device driver software was not successfully installed”.

To install the drivers:

1. Click on the Windows Start menu then right click on “Computer” and select “Properties”, which will launch the System screen.
2. Click on “Device Manager” on the left side of the window to launch Device Manager.
3. In the “Other Devices” category, the card will appear as “LSI Adapter, SAS2 2308 Mustang -StorPort” will appear with a yellow warning symbol.
4. Right click on the “LSI... XXXXXXXXX” Controller Card and select “Update Driver Software...” to start the driver installation.
5. Click on “Search automatically for updated driver software” or if you have downloaded the latest drivers, you can select “Browse my computer for driver software”
6. If you selected to search automatically for the driver software, follow the prompts to finish installing the drivers. If you selected to browse your computer for the drivers, browse to the downloaded folder and follow the prompts to install the drivers.
7. Reboot your computer when prompted to complete the installation of the Jupiter mini-SAS 6G HBA Controller Card.

## 2.2.3 Windows 7/Vista/Server 2008 Driver Installation

The drivers for the Jupiter mini-SAS 6G HBA Controller Card can be installed via the built-in hardware Wizard using the instructions below. The latest Windows drivers can also be downloaded directly from LSI support. The drivers can be found under the 9205-8e product section. For your convenience, you can use these links to get directly to the downloads section.

[LSI General Support Documents & Downloads](#)

[LSI 9205-8e Documents & Downloads](#)

After starting your computer with the Jupiter mini-SAS 6G HBA Controller Card installed, Windows will display the “New Hardware Found” notification in the taskbar, which will state that the “Device driver software was not successfully installed”.

To install the drivers:

1. Click on the Windows Start menu then right click on “Computer” and select “Properties”, which will launch the System screen.
2. Click on “Device Manager” on the left side of the window to launch Device Manager.
3. In the “Other Devices” category, the card will appear as “LSI Adapter, SAS2 2308 Mustang -StorPort” will appear with a yellow warning symbol.
4. Right click on the “LSI... XXXXXXXXX” Controller Card and select “Update Driver Software...” to start the driver installation.
5. Click on “Search automatically for updated driver software” or if you have downloaded the latest drivers, you can select “Browse my computer for driver software”
6. If you selected to search automatically for the driver software, follow the prompts to finish installing the drivers. If you selected to browse your computer for the drivers, browse to the downloaded folder and follow the prompts to install the drivers.
7. Reboot your computer when prompted to complete the installation of the Jupiter mini-SAS 6G HBA Controller Card.

## 2.2.4 Windows XP/2003/2000 Driver Installation

The drivers for the Jupiter mini-SAS 6G HBA Controller Card can be installed via the built-in hardware Wizard using the instructions below. The latest Windows drivers can also be downloaded directly from LSI support. The drivers can be found under the 9205-8e product section. For your convenience, you can use these links to get directly to the downloads section.

[LSI General Support Documents & Downloads](#)

[LSI 9205-8e Documents & Downloads](#)

After starting your computer with the Jupiter mini-SAS 6G HBA Controller Card installed, Windows will display the "New Hardware Found" notification in the taskbar, which will state that the "Device driver software was not successfully installed".

To install the drivers:

1. Click on the Windows Start menu, right click on "Control Panel", then double-click "System" which will launch the System screen.
2. Click on "Hardware" tab then click the "Device Manager" button.
3. Under the "Other Devices" category, the "LSI... XXXXXXXXX" Controller Card will appear with a yellow warning symbol.
4. Right click on the "LSI... XXXXXXXXX" Controller Card and select "Update Driver Software..." to start the driver installation.
5. Click on "Browse my computer for driver software".
6. Browse to the Jupiter mini-SAS 6G HBA Controller Card Install Disc.
7. From within the install disc, browse to "...\Windows\Drivers\Windows XP\_2003" and click "OK".
8. Click "Next" and when asked "Would you like to install this driver software?", select "Install".
9. Reboot your computer when prompted to complete the installation of the Jupiter mini-SAS 6G HBA Controller Card.

## 2.2.5 Linux Distributions

The latest Linux drivers can be downloaded directly from LSI support. The drivers can be found under the 9205-8e product section. For your convenience, you can use these links to get directly to the downloads section.

[LSI General Support Documents & Downloads](#)

[LSI 9205-8e Documents & Downloads](#)



## 3.1 FAQ

**Q:** Does the Jupiter mini-SAS 6G HBA Controller Card support booting?

**A:** Booting from the Jupiter mini-SAS 6G HBA Controller Card is not currently supported for Mac. This capability may be added at a later date, please check for driver, firmware, and software updates at [www.macsales.com/jupiter/downloads](http://www.macsales.com/jupiter/downloads). On PC's booting is supported.

## 3.2 TROUBLESHOOTING

### **If a connected storage device is not recognized after connecting it:**

First, try disconnecting the device from the Jupiter mini-SAS 6G HBA Controller Card and then connecting it again. If the device is still not recognized, keep the storage device turned on and connected to the Jupiter mini-SAS 6G HBA Controller Card and restart your machine. Please contact Technical Support for further assistance.

## 3.3 ABOUT DATA BACKUP

To ensure that your files are protected and to prevent the loss of your data, we strongly suggest that you keep two or more copies of your data on separate devices. Any data loss or corruption while using the Jupiter mini-SAS 6G HBA Controller Card is the sole responsibility of the user, and under no circumstances will Other World Computing be held liable for compensation or the recovery of any lost data.

# TECHNICAL SUPPORT

## 4.1 BEFORE CONTACTING TECHNICAL SUPPORT

- Read this manual and review Chapter 4: Troubleshooting & Tips.
- Try to confirm the problem is with the hard drive. If you have a second computer, move the enclosure to that system and verify that the solution does not function with that machine.
- Visit our tech center for more support suggestions, including FAQs.  
[http://eshop.macsales.com/tech\\_center/index.cfm](http://eshop.macsales.com/tech_center/index.cfm)

If you still need support, please have the following available to you:

- The serial number of the enclosure
- Your invoice number
- What operating system you are using
- Which kind and model of computer you are using

All of this will help speed your support contact along.

## 4.2 TECHNICAL SUPPORT HOURS OF OPERATION

8AM - 8PM CST Monday - Friday

9AM - 4PM CST Saturday



By Telephone - (800) 275-4576 (North America only)  
International customers please call (815) 338-8685



Live Chat is available during normal business hours as well.  
Visit: <http://www.macsales.com> for more information.



Or, you can email. Submit your email at <http://eshop.macsales.com/Service/Tech.cfm>

# WARRANTY

## OWC 3-Year Jupiter™ Storage Solution Limited Warranty

LIMITED WARRANTY

|

EXCLUSIONS & LIMITATIONS

|

OBTAINING SERVICE

- Limited Warranty: 3 years

### LIMITED WARRANTY

Other World Computing, Inc. ("OWC") offers a 3-year limited warranty from original invoice date on all new Jupiter storage solutions (OWC is not responsible for drive data\*\*) covering defects in materials and workmanship under normal use to the original end-user purchaser. This limited warranty is limited, at OWC's sole option and discretion, to either: (1) replacement of defective parts with new or re-furbished parts, which may require user-install, (2) exchange of the product, with same or feature comparable product, or (3) refund of purchase price. This limited warranty does not include labor for repair. OWC may request that you replace defective parts that OWC provides in fulfillment of its warranty obligation. A replacement product or part assumes the remaining warranty of the original product. Please contact OWC for complete details. No OWC reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

### EXTENSIONS, SERVICE ENHANCEMENTS, AND TRANSFERS

Extensions of your Limited Warranty may also be available after your purchase. Cables and other consumables and battery back up units are not covered under any extended warranty beyond the original 3 years. See [www.macsales.com/jupiter](http://www.macsales.com/jupiter) for more details.

If you purchased a service contract with OWC, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service. See [www.macsales.com/jupiter](http://www.macsales.com/jupiter) for more details.

Limited Warranties on Jupiter storage systems are non-transferable and only provided to original OWC customers and original customers of OWC licensed resellers.

### EXCLUSION OF ALL OTHER WARRANTIES

**FOR ALL CUSTOMERS.** This Limited Warranty applies only to OWC Jupiter storage solutions. The Limited Warranty does not apply to any other OWC hardware products or software, even if packaged or sold with an OWC Jupiter storage product. This warranty does not include coverage of any third party installation service. OWC does not warrant that the operation of the Jupiter storage product will be uninterrupted or error-free. OWC is not responsible for damage arising from failure to follow instructions relating to the Jupiter storage product's use.

This Limited Warranty does not apply: (a) to damage caused by use with non-compatible 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 OWC; (d) to damage caused by or fees incurred due to service (including upgrades and expansions) performed by anyone who is not a representative of OWC or an OWC Authorized Service Provider; (e) to a Jupiter storage product or part that has been modified to alter functionality or capability without the written permission of OWC; (f) to consumable parts, such as batteries and cables, unless damage has occurred due to a defect in materials or workmanship of the Jupiter storage product; (g) to damage caused by normal wear and tear; (h) to products for which OWC has not been paid; (i) to damage caused by failure to follow the product instructions or failure to perform preventive maintenance; or (j) if any OWC serial number has been removed or defaced.

**FOR COMMERCIAL CUSTOMERS (INCLUDING LARGE, MEDIUM AND SMALL BUSINESSES AND GOVERNMENT, EDUCATIONAL AND PUBLIC SECTOR CUSTOMERS) AND RESELLERS.** This paragraph applies if you purchase a Jupiter storage product for resale or for commercial or professional purposes. OWC'S RESPONSIBILITY FOR DEFECTS IN MATERIALS OR WORKMANSHIP IS LIMITED TO, AT OWC'S SOLE OPTION AND DISCRETION, EITHER (1) REPLACEMENT OF DEFECTIVE PARTS WITH NEW OR RE-FURBISHED PARTS, WHICH MAY REQUIRE USER-INSTALL, (2) EXCHANGE OF THE PRODUCT, WITH SAME OR FEATURE COMPARABLE PRODUCT, OR (3) REFUND OF PURCHASE PRICE AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED, STATUTORY, COMMON LAW, CUSTOM, OR ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. AS PERMITTED BY APPLICABLE LAW, OWC SPECIFICALLY DISCLAIMS ANY AND ALL WARRANTIES AND CONDITIONS NOT EXPRESSLY STATED IN THIS LIMITED WARRANTY STATEMENT, INCLUDING, WITHOUT LIMITATION, STATUTORY OR IMPLIED WARRANTIES (1) OF MERCHANTABILITY, MERCHANTABLE QUALITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY, NON-INFRINGEMENT, OR WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS; (2) RELATING TO ANY THIRD PARTY PRODUCT OR SOFTWARE; OR (3) REGARDING THE RESULTS TO BE OBTAINED FROM THE PRODUCT OR SOFTWARE.

IF OWC CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND, AT OWC'S SOLE OPTION AND DISCRETION, TO EITHER: (1) REPLACEMENT OF DEFECTIVE PARTS WITH NEW OR RE-FURBISHED PARTS, WHICH MAY REQUIRE USER-INSTALL, (2) EXCHANGE OF THE PRODUCT, WITH SAME OR FEATURE COMPARABLE PRODUCT, OR (3) REFUND OF PURCHASE PRICE AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT.

**FOR CONSUMERS.** This paragraph applies if you purchase a Jupiter storage product that is normally used for personal, family or household purposes.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE, OR JURISDICTION TO JURISDICTION.

OWC'S RESPONSIBILITY FOR DEFECTIVE PARTS IN JUPITER STORAGE PRODUCTS IS LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND, AT OWC'S SOLE OPTION AND DISCRETION, TO EITHER: (1) REPLACEMENT OF DEFECTIVE PARTS WITH NEW OR RE-FURBISHED, PARTS WHICH MAY REQUIRE USER-INSTALL, (2) EXCHANGE OF THE PRODUCT, OR (3) REFUND OF PURCHASE PRICE AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY LAW IN YOUR STATE OR JURISDICTION, THIS LIMITED WARRANTY AND REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED, STATUTORY, COMMON LAW, CUSTOM, OR ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE.

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IF OWC CANNOT LAWFULLY DISCLAIM SUCH WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND, AT OWC'S SOLE OPTION AND DISCRETION, TO EITHER: (1) REPLACEMENT OF DEFECTIVE PARTS WITH NEW OR RE-FURBISHED PARTS, WHICH MAY REQUIRE USER-INSTALL, (2) EXCHANGE OF THE PRODUCT, WITH SAME OR FEATURE COMPARABLE PRODUCT, OR (3) REFUND OF PURCHASE PRICE AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. SOME STATES OR JURISDICTIONS MAY NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

NO WARRANTIES OR CONDITIONS, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

## **LIMITATIONS ON DAMAGES**

**FOR ALL CUSTOMERS. THE MAXIMUM AMOUNT RECOVERABLE BY YOU SHALL BE THE AMOUNT YOU PAID FOR THE JUPITER STORAGE PRODUCT THAT IS THE SUBJECT OF YOUR CLAIM.**

EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY AND TO THE EXTENT PERMITTED BY LAW, OWC, ITS PARENT CORPORATION, NEW CONCEPTS DEVELOPMENT CORPORATION, AND ITS AFFILIATES ARE NOT LIABLE OR OTHERWISE RESPONSIBLE FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, OR FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE 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; BUSINESS INTERRUPTION, 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 JUPITER STORAGE PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON A JUPITER STORAGE PRODUCT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS. OWC DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY JUPITER STORAGE PRODUCT BY REPLACING DEFECTIVE PARTS UNDER THIS LIMITED WARRANTY WITHOUT RISK TO OR LOSS OF THE PROGRAMS OR DATA OR MAINTAINING CONFIDENTIALITY OF DATA.

**\*\*AS DESCRIBED ABOVE, OWC IS NOT LIABLE IN ANY MANNER FOR LOST DATA OR RESTORATION OF ANY DATA LOST. TO MAXIMIZE YOUR DATA PROTECTION, OWC RECOMMENDS THAT YOU MAINTAIN AND IMPLEMENT A COMPLETE DATA BACKUP AND DISASTER RECOVERY PLAN AND MAINTAIN ADDITIONAL COPIES OF YOUR DATA IN A COMPLETELY DIFFERENT LOCATION FROM YOUR JUPITER STORAGE PRODUCT.**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, YOU MAY ONLY RECOVER DIRECT DAMAGES THAT ARE, BY AGREEMENT, LIMITED SOLELY TO THE AMOUNT YOU PAID FOR THE JUPITER STORAGE PRODUCT THAT IS THE SUBJECT OF YOUR CLAIM. YOU AGREE NOT TO SEEK TO RECOVER ANY OTHER DAMAGES, INCLUDING CONSEQUENTIAL, LOST PROFITS, SPECIAL, INDIRECT, INCIDENTAL, OR PUNITIVE DAMAGES FROM OWC, ITS PARENT, ITS AFFILIATES, AND ITS OR THEIR EMPLOYEES AND AGENTS.

**SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

## **OBTAINING WARRANTY SERVICE**

Prior to contacting OWC, please consult your Owner's Manual or [www.macsales.com/jupiter](http://www.macsales.com/jupiter) for troubleshooting advice and directions on running hardware diagnostics.

If the Jupiter storage product is still not functioning properly after making use of these resources, please contact the OWC service representatives or, if applicable, an OWC Authorized Service Provider using the information provided in the Owner's Manual, or See [www.macsales.com/jupiter](http://www.macsales.com/jupiter) for service representative contact information. An OWC representative or OWC Authorized Service Provider will help determine whether your Jupiter storage product requires warranty service and, if it does, will inform you how OWC will assist you. IN DELIVERING ITS WARRANTY SERVICES, OWC MAY RECORD PART OR ALL OF THE CALLS, EMAILS, OR OTHER CORRESPONDENCE BETWEEN CUSTOMER AND OWC FOR QUALITY ASSURANCE AND REFERENCE PURPOSES.

Upon contacting OWC, you may be required to engage in a remote diagnosis session that requires customer access to the product, and customer cooperation to provide OWC remote access to, or information about, the product during multiple or extended sessions. If the OWC representative or OWC Authorized Service Provider determines that your issue is the result of a defect in materials or workmanship, OWC, at its sole option and discretion, may (1) send replacements of defective parts with new or re-furbished parts, which may require user-install, (2) arrange for exchange of the product, with same or feature comparable product, or (3) arrange for refund of purchase price as set forth in this limited warranty statement.

You will be responsible for shipping and handling charges to OWC in the United States of America for any return shipping under this limited warranty. If your product is within its warranty period and return of your product is required, your OWC service representative will issue a Return Material Authorization Number (RMA#) that you must include with your return. You may also request a RMA# here: [http://eshop.macsales.com/Service/RMA\\_Request.cfm](http://eshop.macsales.com/Service/RMA_Request.cfm). Returns without RMA #'s clearly marked on the outside of packaging are not accepted by OWC. RMA #'s are valid for 15 days. You will have only 15 days from issuance of a RMA# to complete return of your product, or you must contact OWC within your warranty period for a new RMA#. OWC disclaims all liability for products returned without a valid RMA number, as well as for all products returned without proper authorization for return pursuant to the RMA. OWC expressly disclaims damage or loss as a result of your unauthorized return of products to OWC.

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In accordance with applicable law, OWC may require that you furnish proof of purchase details and/or comply with registration requirements before receiving the benefits of this Limited Warranty. OWC owns all parts removed from repaired products and, in most instances, you will be required to return defective parts to OWC. Please refer to the accompanying documentation and Owner's Manual for more details on this and other matters on obtaining warranty service. OWC, at its discretion may provide you the option of a cross shipment during the duration of the Limited Warranty. Any advance replacement or cross shipped parts require a credit card hold of funds and are shipped via ground within the United States, or 2-5 day service internationally, and faster freight may be available at your own expense. Please contact your knowledgeable OWC service representative for more details.

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Updated: October 29, 2012

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