



“Black Hole” Definition

“Black hole” is defined as a secure government and certain government contractor environments that, because of the sensitivity of the data, by policy, failed or defective drive cannot be removed from the facility. Any media capable of transporting data out of a facility must be destroyed and/or demagnetized based on the security requirements established by the security officer. Disk drives (but not other parts) in Nexsan arrays are subject to this policy and are covered under warranty and service contracts at no additional cost.

Black Hole Procedure

Nexsan-manufactured storage arrays support drives from multiple vendors and Nexsan has coordinated with these companies to provide a program that allows the entire drive warranty to be exercised in this environment. Upon notification of a drive failure to a Nexsan support engineer the process will be as follows:

1. The customer must request a Black Hole replacement
2. Nexsan will:
 1. Verify the serial number and warranty status
 2. Issue an RMA number
 3. Ship a replacement drive
3. The customer will:
 - • Return the top cover from the drive containing the label that details part number, serial number, and other manufacturer-specific data
--OR--
 - • Provide a photocopy of the disk drive label (large label on the top of the drive that details part number, serial number, and other manufacturer-specific data) --AND--
 - • Fill out a “Certificate of Destruction”, guaranteeing that the drive has been or will be destroyed, and email the documents to SecureRMA@nexsan.com. The customer is required to include the complete RMA number in the subject line of the Email.
4. Once the documents and/or drive cover are received by our RMA administrator, a credit will be issued against the replacement part. Failure to submit appropriate Black Hole documentation within 15 days may result in an invoice for the replacement drive to be generated. Please refer to our “[Service & Support DataSheet](#)” for details on our advance spares product return policies.

Cold Spare Drives

The Black hole policy procedure can add extra time to the drive replacement process. Nexsan’s recommendation is that clients in black hole environments should keep a cold spare on hand.

Limitations

Application of this policy in Europe is subject to limitations regarding the type of entity that can take advantage of this program. European Black Hole replacements are generally limited to military, government, healthcare, and banking customers. Customers are responsible for requesting approval for and determining their qualification for participation.

SSD Drives are not generally required to be covered under a black hole policy as they can be readily wiped clean of customer data prior to return. Please contact Nexsan Technical Support for instructions.

Statement of Volatility Nexsan chassis contain non-volatile SDRAM or DDR memory and have a battery backup capability. This battery can hold data in memory for three days (72 hours). Safe removal of the chassis from a black hole environment can be certified by removing power from the chassis for 72 hours prior to shipment to discharge the battery. In addition, there are volatile 64k buffers for our Fibre Channel IO and 4k buffers for our 14 FPGA channels; all of these components are located on our controller board(s). These buffers are volatile, so loss of power compromises the data in those buffers. Specific statements of Volatility for each product line are available from Nexsan Technical Support.



Certificate of Destruction

We (Nexsan customer) certify that the drive(s) listed below are defective and have been destroyed. We verify that all of the following apply:

1. We or our contracted agent own the drive(s)
2. We are unable to return the drive(s) due to classified information stored on them.
3. The drive(s) have failed for reasons that are covered under warrant
4. The failed drive(s) have been physically destroyed (crushed or otherwise)

Name of company/agency destroying the drive(s): _____

Nexsan RMA # _____

Drive Manufacturer _____

| Part Number | Serial Number | Part Number | Serial Number |
|-------------|---------------|-------------|---------------|
| | | | |
| | | | |
| | | | |

Signed Name _____

(Printed) _____

Title _____

Address _____