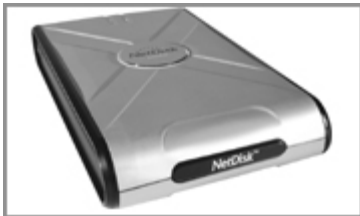


## Mac User Manual - 1.6.5 Software

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For Mac OS 10.3 (Panther) and 10.4 (Tiger)



**NetDisk, NetDisk Mini & NetDisk Office**

Powered by  **NDAS** Technology

**XIMETA, Inc.**

161 Whitney Place  
Fremont, CA 94539  
United States of America

**Software Release Statement**

User Manual for Macintosh OS 10.3 and 10.4. Software Version 1.6.4, released 2006, made in the U.S.A.

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## Chapter 1 Introduction

### Congratulations on your purchase of NetDisk / NetDisk Mini / NetDisk Office.

- Network storage via Ethernet made possible through **NDAS** technology!

#### 1.1 User Manual

- This User Manual is intended to help you install NDAS Device quickly and easily onto your Personal Computer or Ethernet Network and begin using it immediately.








#### 1.2 NDAS Device Models Covered By This User Manual

This User Manual includes information on the following models:

NetDisk	NetDisk Mini	NetDisk Office
- NDU10-80	- MNU10-40	- NOU10-120
- NDU10-120	- MNU10-80	- NOU10-250
- NDU10-160	- MNC10-40	- NOC10-120
- NDU10-250	- MNC10-80	
- NDC10-80		
- NDC10-120		
- NDC10-160		
- NDC10-250		

#### 1.3 Package Contents

The following items are included in the **NDAS device** packages:

<div>NetDisk</div> <div></div> <div>or</div> <div></div> <div>or</div> <div></div>			<div>Software Installation CD</div> <div></div>
<div>Ethernet Cable</div> <div></div>	<div>Power Adapter and Power Cord</div> <div></div>	<div>USB Cable</div> <div></div>	

## 1.4 System Requirements

### Macintosh OS 10.3 (Panther)/10.4 (Tiger)

- G4/G5/Intel Processor
- 128 MB RAM (256 MB recommended)
- USB 1.1 Port (USB 2.0 recommended)
- CD-ROM drive for installation
- 100Base-T full duplex **switch** for NDAS mode (for **NetDisk** and **NetDisk Mini** Only)

**Note: NetDisk cannot be used with any type of Hub.**

## 1.5 NDAS Device Setup Overview

### NDAS Mode

In NDAS Mode, NetDisk / NetDisk Mini / NetDisk office is directly attached to a 100MBps / Full Duplex Fast Ethernet Switch or Wireless Access Point (Wireless Access Point applies to NetDisk and NetDisk Mini only). Each user on the network can use NetDisk / NetDisk Mini / NetDisk Office as if it was a local disk drive.

#### NetDisk / NetDisk Mini



#### NetDisk Office



### USB 2.0 Mode

In USB 2.0 Mode, NetDisk / NetDisk Mini / NetDisk Office is directly attached to a computer's USB Port.

#### NetDisk / NetDisk Mini




#### NetDisk Office



## Chapter 2 Cable Installation

Warning



- Do not connect USB cable and Ethernet cable at the same time.

### 2.1 NDAS Mode

***Note: NDAS Device software does need to be installed on each computer in order to use in NDAS (Ethernet) mode.***

#### NetDisk and NetDisk Mini

1. If your NetDisk has dip switches on the rear panel, flip both dip switches down.
2. Connect the included Ethernet cable from the Ethernet port on NetDisk to a switch (100 Base-T).

**Wireless users:** Connect NetDisk to your wireless router or Airport with included Ethernet cable.

3. Make sure the power connector is firmly attached to the NetDisk and connect the power adapter to a power source.
4. If your NetDisk has an On/Off switch, slide the On/Off Switch to ON position.

#### NetDisk Office

1. Connect your Local Area Network (LAN) cable to one of the eight NetDisk Office Switch ports. This connection provides network access from your LAN or router to the NetDisk Office.
2. Connect the included Ethernet cable from one of the Switch ports on NetDisk Office to your PC.

**Wireless users:** Connect NetDisk Office to your wireless router or access point with included Ethernet cable.

2. Make sure the power connector is firmly attached to the NetDisk Office and connect the power adapter to a power source.
4. Slide the On/Off Switch to ON position.

## 2.2 USB Mode

**Note:** *NDAS Utility software does **not** need to be installed to use in USB mode.*

### NetDisk and NetDisk Office

1. If your NetDisk has dip switches on the rear panel, flip both dip switches up.
2. Connect the included USB cable from USB port on NetDisk to your PC's USB port.
3. Make sure the power connector is connected firmly to the NetDisk and connect the power adaptor to a power source.
4. If your NetDisk has an On/Off switch, slide the On/Off Switch to ON position.

### NetDisk Mini (40GB Only)

#### Without external power

1. Connect the included USB cable from the USB port on NetDisk Mini to your PC's USB port(s). To ensure continuous power flow please connect **both** connectors with your host computer.
2. Slide the On/Off switch to **OFF** position.

#### With external power

1. Connect the included USB cable from the USB port on NetDisk Mini to your PC's USB port(s). Only the main cable is required to be connected with your host computer when using an external power source, not the secondary.
2. Slide the On/Off switch to **ON** position.

## Chapter 3 NDAS Software Installation

### 3.1 Installing NDAS Utility 1.6 Software

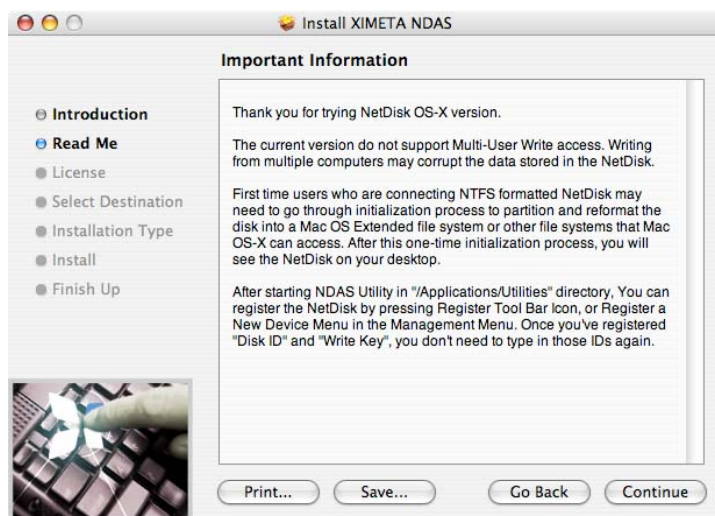
Installation of NDAS software is simple and easy. If downloading software, please unzip the driver and click on 'NDAS Install.mpkg' to begin installation.

If you are using the Installation CD, insert the CD into your CD-ROM drive and select **Mac Software for Panther/Tiger 1.6**.

1. **Introduction** - Ximeta NDAS Installer appears. Click the **Continue** button to continue to next step.

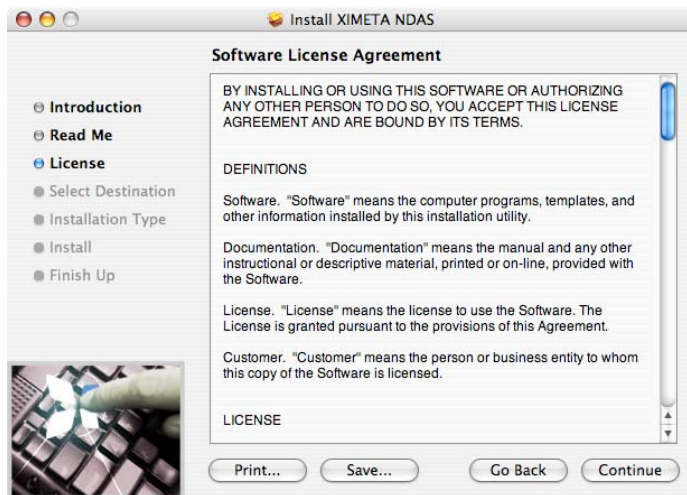


2. **Read Me** - Carefully read the installation notes then click **Continue**.

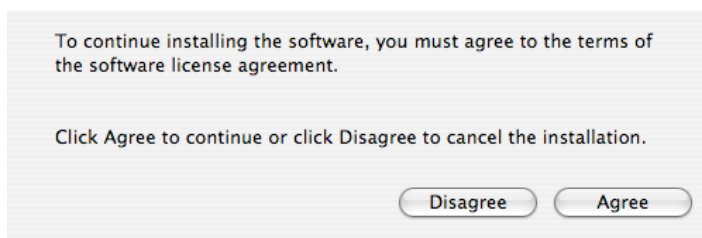




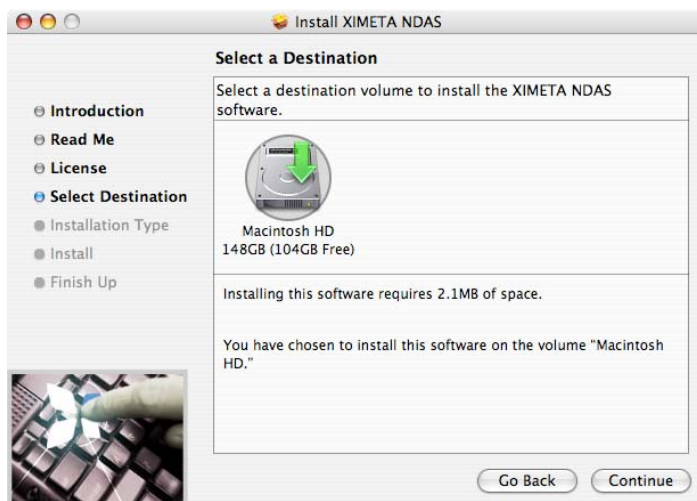
3. **License** - Carefully read the **Software License Agreement** and click **Continue** when finished.



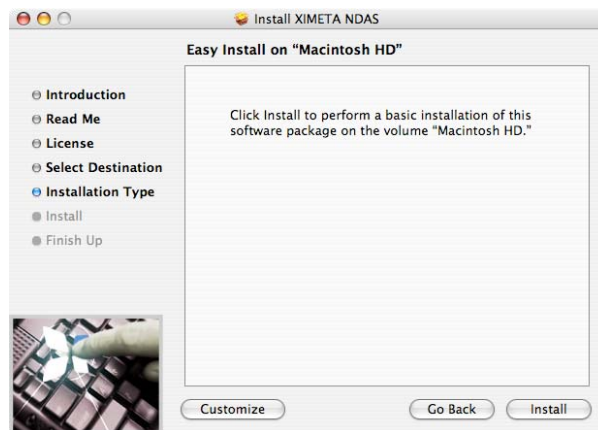
3.1. Click on **Agree** to Accept the User License.



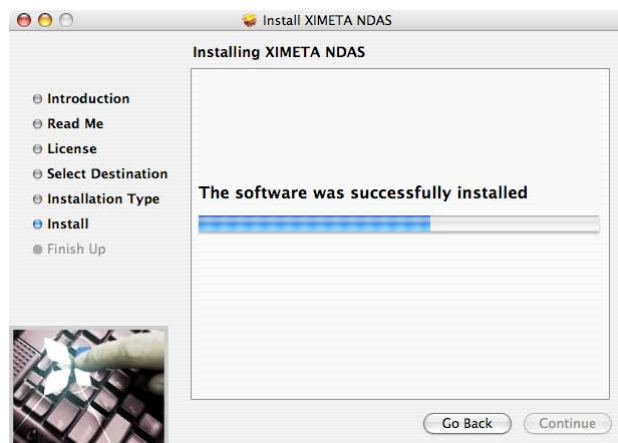
4. **Select Destination** - Select the source where you would like to install the NDAS software.



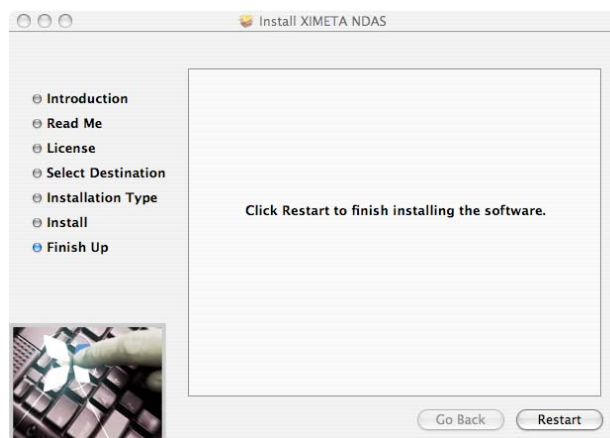
5. **Install** - Click **Install** to begin installing the NDAS Software.



6. Please wait while the NDAS Software installs.




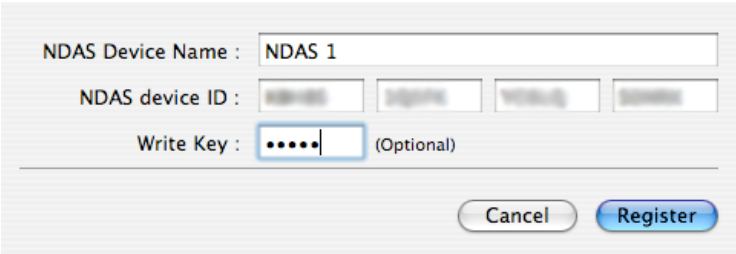
6. **Finish Up** - Click the **Restart** button to complete the installation.



## Chapter 4 NDAS Device Registration

### 4.1 Add / Register a New NDAS device.

1. Click on the **NDAS Utility** Icon located in your Utilities Folder.   
NDAS Utility
2. Click the **Register The New Device** icon in the upper left hand corner of the window.
3. **NDAS Device Registration** will appear.
4. Enter a name for the NDAS device then add your NDAS device **ID** and **Write Key**. The **Write Key** is needed to write to your NDAS device. Once entered, Click **Register** to continue



NDAS Device Name : NDAS 1

NDAS device ID : [masked] [masked] [masked] [masked]

Write Key : [masked] [masked] [masked] [masked] [masked] (Optional)

Cancel Register

**Note: NDAS device ID and Write Key does not contain the letter O. Please use the number 0 for all letter O's.**

**If your NetDisk ID and Key are not typed in correctly, The 'Register' button will not be selectable.**

## 4.2 Sharing Your NDAS Device

- Once NDAS device is connected to your network, it can be accessed from any computer on your LAN.
- To share NDAS device, the following must occur:

### Mac OS Environment:

- All computers and NDAS device must be on the same LAN.
- NDAS device must be connected via Ethernet or Wireless Router.
- The NDAS software must be installed on each system.
- Only One user can have Read/Write access to the NetDisk at a time. All other users must have the device mounted in Read Only Mode.
- NDAS device must be registered onto each computer.

### Warning:

- **DO NOT** perform disk operations (**format, partition**) when multiple systems have the NDAS mounted.
- NDAS device can be formatted or partitioned **ONLY** when **one** system is connected.

## Chapter 5 NDAS Utility

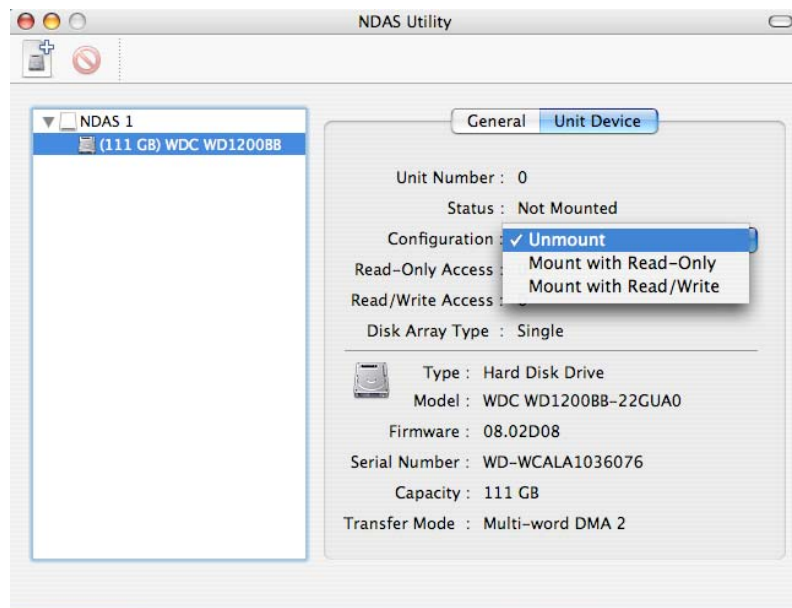
The **NDAS Utility** is the software that allows you to control your NetDisk and also provides detailed information about the NetDisk that is registered on your system.

To get to the **NDAS Utility** open your Mac Hard Drive, then open your Applications folder, then your Utilities Folder. The **NDAS Utility** should be listed in the Utilities folder.

Click the **NDAS Utility**. All registered NDAS device(s) will be displayed on the **NDAS Utility** Menu.

- **NDAS Utility** - Lists all NDAS devices that are registered.
- **Register a New Device** - Registers a NDAS device to your computer.
- **Unregister the Selected Device** - Removes the NDAS Device from the software.
- **General** - Displays Basic information about your NetDisk, such as the ID, Key and Status.
- **Unit Device** - Shows the mount status of the NetDisk as well as information regarding the actual disk inside the NetDisk.

**Configuration** - This is where you will change the Mount status of your NetDisk. Available options will be **Mount Read Only** and **Mount Read/Write**.



## Chapter 6 Using NetDisk

Now that you have successfully installed your NetDisk, it's time to familiarize yourself on using the NetDisk. Once the NetDisk is mounted, it will appear on your Desktop.

Here are a few functions for NetDisk.

- You can use NetDisk like any other hard drive on your system.
- Drag and Drop files.
- Copy and paste data to NetDisk.
- Make and delete files/folder.
- Share file and folder
- Backup files directly to the NetDisk

### 6.1 Read Only and Read / Write Mode

NetDisk provides users with 2 main functions; **Read Only** and **Read / Write**.

#### Read Only Mode

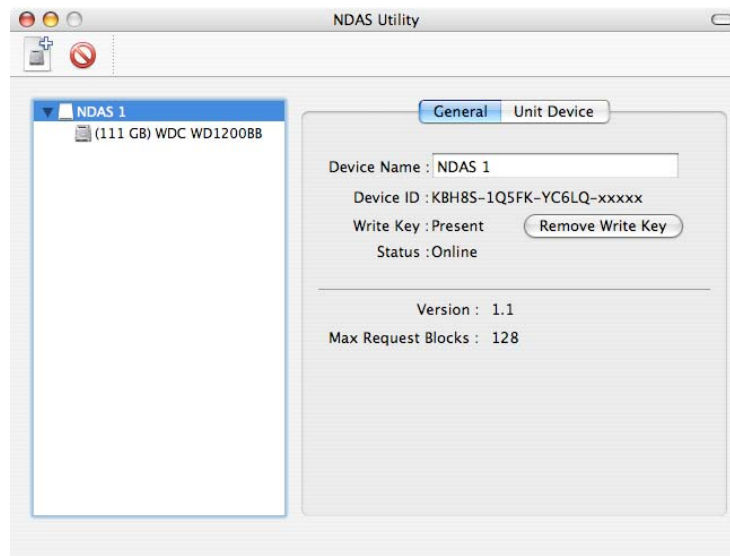
- Any number of users or applications can read from a NetDisk.

#### Read / Write Mode

- Only one user can write to a specified NetDisk at a time.
- No other users can have Read /Write Access to the NetDisk until switches to Read Only mode.

### 6.2 Changing Read Only or Read / Write Mode

Open your NDAS Utility by clicking on your Macintosh HD icon on your Desktop, double click on your Applications Folder, then your Utilities folder.



**Mount with Read Only Mode**

- Select the NDAS Device you want to mount.
- Click on **Unit Device**.
- Under Configuration select **Mount Read Only**.
- The **status** will now show **Mounted with Read Only**

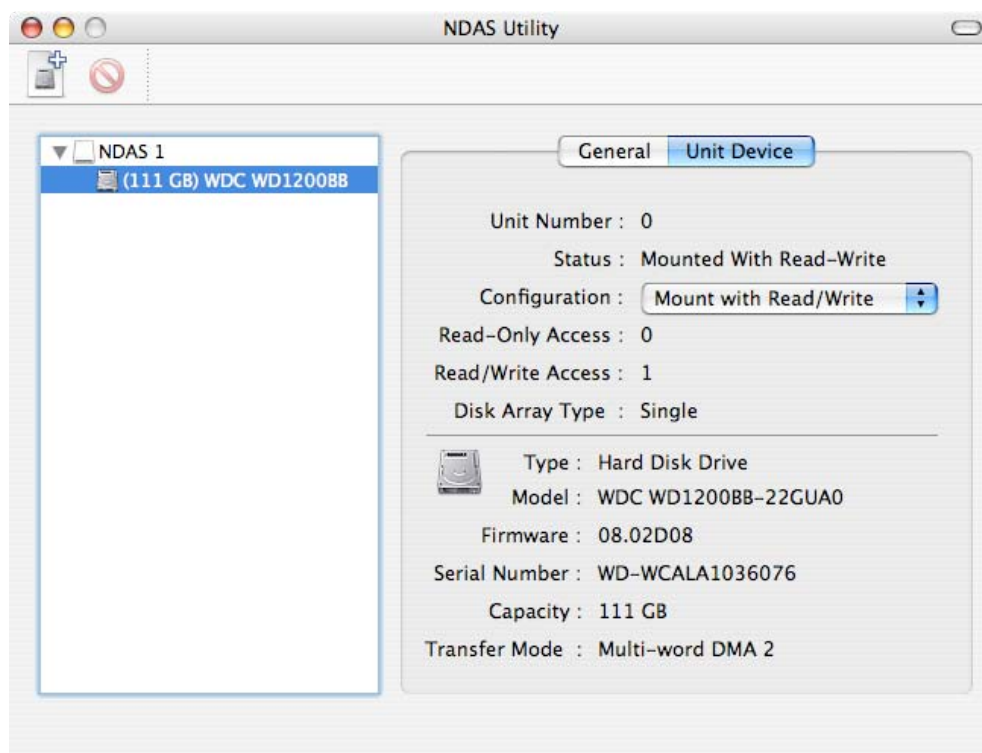
**Mount with Read / Write Mode**

- Select the NDAS Device you want to mount.
- Click on **Unit Device**.
- Under Configuration select **Mount Read / Write**.
- The Status will now show **Mounted with Read / Write**

**NOTE:**

- If no other user or application is using the NetDisk, the **status** will change with the specified mounting command. If a user or application **is** using the NetDisk, the **status** will not change.

- Until both the Configuration and Status display the mount information is the NetDisk in that state.



## Chapter 7 Using NetDisk in a Mixed Environment

### 7.1 Mixed Environment with Mac and Windows

- All computers must be on the same LAN with the same Subnet.
- The NetDisk must be connected via Ethernet to a Router/Switch.
- To share the NetDisk each computer must have corresponding NetDisk software/driver installed
  - On Windows XP/2000, install version 2.4.x (do not use version 3.xx)
  - On Windows 98se/ME, install version 1.x
  - On Mac OSX, install version 1.6.x
- The NetDisk must be registered on each computer.
- Read / Write access can only be granted to one user at a time. The rest of the computers must be in Read Only Mode. Once the Read/ Write access is released another user can request Read / Write Mode.

#### NOTE:

The NetDisk comes preformatted at NTFS. In order to use the NetDisk in a Mixed Environment you must format the NetDisk from the Mac in a MS-Dos File System using Disk Utility. MS-Dos file system (also known as FAT32) is the only File System that Mac and Windows can both Read and Write to.



## Chapter 8 Uninstall

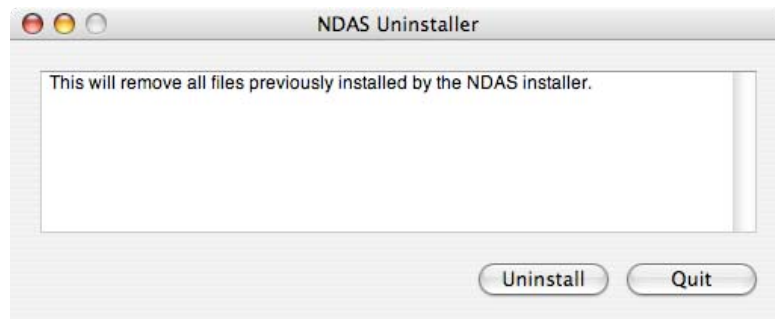
Insert the included “NDAS Installation CD” into your CD-Rom Drive and go to MAC\Setup. There you will find the NDAS Uninstaller.

### Step 1

Start the Uninstaller by double clicking the **NetDisk Uninstaller**.

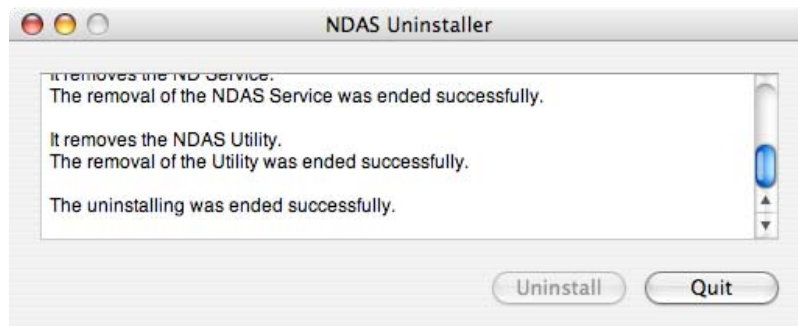
### Step 2

Click **Uninstall**.



### Step 3

Once finished, click **Quit**.



### Step 4

**Restart** the system once the Uninstall has completed.

## Chapter 9 FAQ

For the most recent list of FAQs, please visit <http://www.ximeta.com>

### General

#### 1. How do I Disconnect NetDisk?

To disconnect NetDisk, we always recommend using the Eject option. If you CTRL+click on the Netdisk on your Desktop, then you will be given an option to Eject the NetDisk. You may also drag the NetDisk into your Trashcan. After that, you can go into NDAdmin and Disable your NetDisk.

If you are using USB, then Ejecting the NetDisk is all that is needed.

#### 2. I have installed the Mac Drivers and NetDisk will not Enable.

Make sure you have the latest drivers, available at the Download Center.

Please check the following:

Verify that your cables are plugged in correctly and that you have a link on the switch where NetDisk is plugged into.

Make sure that it is formatted to a file system that your Mac can recognize. You can run Disk Utility (Application > Utilities > Disk Utility). This will allow you to see the drive and format it to Mac OS Extended or MS-DOS File System.

When plugged in via NDAS (Ethernet), please try enabling Read Only mode and reboot your Mac. It should show up on your desktop as a Hard Drive. Then use the NDAdmin utility to enable Read/Write mode.

If that still does not work, try plugging it in via USB to see if it is recognized just to make sure the NetDisk is fine. If that works, then try reinstalling the NetDisk software.

If it still does not mount, then try formatting the NetDisk again via USB and retry Enabling the drive.

#### 3. How should I format NetDisk?

It is recommended to format NetDisk to Mac OS Extended format using the Disk Utility (Applications > Utilities > Disk Utility). If you also have a Windows computer as well, and would like to use it between the two, then you must format it to FAT32 for it to be recognized on both computers. You may use the "MS-DOS File System" option to format the disk in FAT32 (Mac OS 10.3 only). A 3rd party partitioning utility to format the entire drive to FAT32 may be needed if you have Mac OS 10.2.

#### 4. The NetDisk mounts up fine and I can see it on my desktop, but it disappears randomly and reappears. What is going on?

This problem can occur if the connection between your computer and the NetDisk are a little unstable. Make sure that you are not using any Hubs, and that only Switches are being used to connect your computers and the NetDisk to each other. If you are using a wireless connection, make sure your signal strength is strong.

Try to connect the NetDisk directly to your ethernet port on your Mac to see if the connection is stable. This will ensure that the NetDisk's ethernet port is fine. If your connection stabilizes, then try replacing your ethernet switch or router.

If the problem persists with any switch or router, a newer software version may fix your issue. Check the Download Center for possible updates.

**5. Can i acces the Netdisk from my Mac in a windows OS network?**

Yes you can, but there are limitations writting to the netdisk with this setup. First it is best to format the Netdisk to FAT32. Once you register the Netdisk from your mac, you will not be able to have write access if another windows os computer has mounted read write. However the Netdisk can be used for windows file sharing and can map from the Mac. This way everyone can get read and write access to the Netdisk without a problem.

**6. Can the Netdisk be left on over night?**

Yes your Netdisk can be turn on 24 / 7. Before you turn off your computer we do recomend that you unmount the Netdisk to limit future problems with your Netdisk.

**7. When adding NetDisk to my computer, it tells me that my ID and Key are invalid. What's wrong?**

You may not have entered all the alpha-numeric values correctly. There are no letter "O"s; please verify that you have used the number "0" (zero) for anything resembling an "O." Also please check your other letters as well; two V's may look like a W. Start by entering only the NetDisk ID. The ADD button should not be grayed out if the correct ID is entered. Once it is not grayed out, proceed to add the Write Key as well.

Please also make sure that there are 20 characters for the NetDisk ID, not including the Write Key.

**8. I cannot enable read/write access on more than one machine.**

With our current Mac drivers, only one machine can have read/write access at a time. The other machines will all have read-only access. We are working on a multi-write driver for Mac, and is expected to be released sometime in the future.

**9. Why can't my computer go into hibernation or standby?**

If you want to use your computer in hibernation or standby, you must have NetDisk disabled before that can occur. You can disable the NetDisk through the NDAdmin utility.

**10. It takes over a minute for the NetDisk to show up on my desktop after enabling.**

If you are running your Mac on a wireless connection, this may happen. A wireless connection may take some time to properly obtain a stable connection with the NetDisk. If your NetDisk is formatted in FAT32, this may also cause the mount to take long. If you wish to improve the speed, try reformatting the NetDisk in Mac OS Extended (only if you have a Mac ONLY environment). Later software releases may increase speeds, so make sure you have the latest driver release.

## Chapter 13 Regulatory Statements

### United States (FCC)

The computer equipment described in this manual generates and uses radio frequency (RF) energy. If the equipment is not installed and operated in strict accordance with the manufacturer's instructions, interference to radio and television reception might result.

This equipment complies with Part 15 of the FCC Rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Part 15, Class B, of the FCC Rules, is designed to provide reasonable protection against radio and television interference in a residential installation. Although the equipment has been tested and found to comply with the allowed RF emission limits, as specified in the above cited Rules, there is no guarantee that interference will not occur in a particular installation. Interference can be determined by turning the equipment off and on while monitoring radio or television reception. The user may be able to eliminate any interference by implementing one or more of the following measures:

- Reorient the affected device and/or its receiving antenna.
- Increase the distance between the affected device and the computer equipment.
- Plug the computer and its peripherals into a different branch circuit from that used by the affected device.
- If necessary, consult an experienced radio/television technician for additional suggestions.

### European Community (CE)

This product conforms to the following European Directive(s) and Standard(s):

Application of Council Directives:

EC directive 89/336/EEC.

Importer's Name: XIMETA, Inc.

Type of Equipment: Information Technology Equipment.

TRANSLATION: Störfestigkeit nach EN 50082-1 (**89/336/EEC**) wird erfüllt.

#### **XIMETA, Inc.**

161 Whitney Place

Fremont, CA 94539

United States of America

## Chapter 14 Product Warranty

**XIMETA, Inc. provides a warranty for its product only if the buyer originally purchased the product from:**

XIMETA, or an authorized Reseller / Distributor.

Limited Hardware Warranty: XIMETA warrants that the hardware portion of the XIMETA products ("Hardware") described below will be free from material defects in workmanship and materials from the date of original retail purchase of the Hardware, for the period set forth ("Warranty Period").

**Limited Warranty for the Product(s) is defined as follows:**

Hardware (NDAS Device unit, excluding power supplies)

XIMETA's sole obligation shall be to repair or replace the defective device at no charge to the original purchaser. Such repair or replacement will be rendered by XIMETA at an Authorized XIMETA Service Office. The replacement Hardware need not be new or of an identical make, model or part; XIMETA may in its discretion replace the defective hardware (or any part thereof) with any reconditioned product that XIMETA reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. If a material defect is incapable of correction, or if XIMETA determines in its sole discretion that it is not practical to repair or replace the defective Hardware, the price paid by the original purchaser for the defective Hardware will be refunded by XIMETA upon receipt of the defective Hardware. All Hardware (or any part thereof) that is replaced by XIMETA, or for which the purchase price is refunded, shall become the property of XIMETA upon replacement or refund.

Limited Software Warranty: XIMETA warrants that, during the Warranty Period, the magnetic media on which XIMETA delivers the Software will be free of physical defects. XIMETA's sole obligation shall be to replace the non-conforming Software (or defective media) with Software that substantially conforms to XIMETA's functional specifications for the Software. Except as otherwise agreed by XIMETA in writing, the replacement Software is delivered. If a material non-conformance is incapable of correction, or if XIMETA determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original license for the non-conforming Software will be refunded by XIMETA; provided that the non-conforming Software (and all copies thereof) is first returned to XIMETA. The license granted respecting any Software for which a refund is given automatically terminates.

### **What You Must Do For Warranty Service:**

Registration is conducted via a link on our Website (<http://www.XIMETA.com>). Each product purchased must be individually registered for warranty service within ninety (90) days after it is purchased and/or licensed.

FAILURE TO PROPERLY TO REGISTER MAY AFFECT THE WARRANTY FOR THE PRODUCT.

### **Submitting a Claim:**

Any claim under this limited warranty must be submitted in writing before the end of the Warranty Period to an Authorized XIMETA Service Office.

The customer must submit as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow XIMETA to confirm the same.

The original product owner must obtain a Return Material Authorization (RMA) number from the Authorized XIMETA Service Office and if requested, provide written proof of purchase of the product (such as a copy of the date purchase invoice for the product) before the warranty service is provided.

After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package.

The customer is responsible for all shipping charges to and from XIMETA (No CODs allowed). Products sent COD will become the property of XIMETA Inc. Products should be fully insured by the customer and shipped to:

**XIMETA, Inc.**  
161 Whitney Place  
Fremont, CA 94539  
United States of America

XIMETA may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay XIMETA's reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by XIMETA not to be defective or non-conforming.

**What is not covered:**

This limited warranty provided by XIMETA does not cover: Products that have been subject to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tempered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, failures due to power surge, and cosmetic damage; and Any hardware, software, firmware or other products or services provided by anyone other than XIMETA.

**Disclaimer of Other Warranties:**

EXCEPT FOR THE 1-YEAR LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO NINETY (90) DAYS. EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

**Limitation of Liability:**

TO THE MAXIMUM EXTENT PERMITTED BY LAW. XIMETA IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO XIMETA FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF XIMETA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NON-CONFORMING PRODUCT.

**GOVERNING LAW:**

The applicable laws, that govern, interpret and enforce rights, duties, and obligations of each party arising from, or relating in any manner to, the subject matter of this Statement, without regard to conflict of laws principles, as well as Country-unique terms and competent court for this Statement are those of the country in which the warranty service is being provided.

Consumers in the EUROPEAN UNION have legal rights under the applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties provided in this Statement of Limited Warranty.

**WARRANTY PERIOD**

Unless otherwise provided by mandatory law the warranty period is one year.

**THE FOLLOWING TERMS APPLY TO THE COUNTRIES SPECIFIED:**

**AUSTRIA, BELGIUM, DENMARK, FINLAND, FRANCE, GREECE, ITALY, NETHERLANDS, NORWAY, PORTUGAL, SPAIN, SWEDEN AND SWITZERLAND**

Except as otherwise provided by mandatory law:

1. XIMETA's liability to any damages and losses that may arise as a consequence of the fulfilment of its obligations under or in connection with this Statement of Limited Warranty or due to any other cause related to this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfilment of such obligations (if XIMETA is at fault) or of such cause, to a maximum amount equal to the charges the buyer paid for the product.

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which XIMETA is legally liable.

2. UNDER NO CIRCUMSTANCES IS XIMETA, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.

**GERMANY**

The warranty for an XIMETA Product covers the functionality of the Product for its normal use and the Product's conformity to its Specifications.

In case XIMETA or your reseller is unable to repair an XIMETA Product, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Product or ask for a cancellation of the respective agreement for such Product and get your money refunded.

During the warranty period, transportation for delivery of the failing Product to XIMETA will be at XIMETA's expense.

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by XIMETA with fraud or gross negligence and for express warranty.

**IRELAND**

Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

XIMETA is liable to no more than

1. Death or personal injury or physical damage to the owners real property solely caused by XIMETA's negligence;
2. the amount of any other actual direct damages, up to 125 percent of the charges (if recurring, the 12 months' charges apply) for the Product that is the subject of the claim or which otherwise gives rise to the claim.

**ITALY**

Unless otherwise provided by mandatory law XIMETA's liability, will be limited to the total amount the owner paid for the Product that is the subject of the claim.

Unless otherwise provided by mandatory law, XIMETA and your reseller are not liable for any indirect damages, even if XIMETA or your reseller is informed of their possibility.

**UNITED KINGDOM**

XIMETA is liable to no more than

1. Death or personal injury or physical damage to the owners real property solely caused by XIMETA's negligence;
2. the amount of any other actual direct damages, up to 125 percent of the charges (if recurring, the 12 months' charges apply) for the Product that is the subject of the claim or which otherwise gives rise to the claim;
3. Breach of XIMETA's obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982.

**NOTICE:**

These Statements has been executed in English and translated into different languages. In any case the English version shall prevail.

## Chapter 15 Additional Information and Assistance

For additional information, frequently asked questions or troubleshooting help, please refer to the User Manual.

Assistance is also available by contacting XIMETA, Inc. Whenever you contact XIMETA, Inc. for technical support, please have the following information available:

- Product Name
- Model
- Serial Number
- Software Version

### How to Contact XIMETA, Inc.:

Telephone	: 1-510-683-9700
Fax	: 1-510-683-9720
Email support for North America	: support@XIMETA.com

### Technical Support on the Internet:

For the latest information on NetDisk / NetDisk Mini / NetDisk Office, visit our website at [www.XIMETA.com](http://www.XIMETA.com).