

Synology®
BeeDrive Personal
Backup Hub



Synology BeeDrive Personal Backup Hub Instruction Manual

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Synology®

Synology BeeDrive Personal Backup Hub



Specifications:

- Product: Synology BeeDrive
- Return Merchandise Authorization (RMA) required for all returns
- Proper packaging instructions provided in the Appendix

Product Usage Instructions

Criteria for Acceptance:

- Use bubble wrap or EPE material for protection
- Include all original accessories in the package
- Ensure BeeDrive logo and S/N number are clearly visible

Criteria for Denial:

- Avoid using improper packaging materials
- Do not include non-BeeDrive products in the return package
- Do not return unopened boxes or products with intact seals
- Avoid blurry or unreadable product labels
- Avoid returning damaged or deliberately destroyed devices

FAQ:

1. Q: How should I package my BeeDrive for return?

A: Wrap BeeDrive with bubble wrap or EPE material, place it in a box without extra space to prevent movement, seal the box with nylon tape, and attach the shipping label on the outside.

2. Q: What should I do if I cannot find the solution in the documentation?

A: Search for answers in Synology Community or contact Synology Support through the provided channels.

Find your information

Synology publishes a wide range of supporting documentation.

In Knowledge Center, you will find useful Help and FAQ articles, as well as video tutorials breaking up processes into handy steps. You can also find User's Guides, Solution Guides, brochures, and White Papers. Experienced users and administrators will find answers and guidance in technical Administrator's Guides and Developer Guides.

Got a problem and unable to find the solution in our official documentation? Search hundreds of answers by users and support staff in Synology Community or reach Synology Support through the web form, email or telephone.

Purpose

The information provided in this document is applicable to Synology BeeDrive. All BeeDrive products requiring a return merchandise authorization (RMA) must be returned in the same condition as they were received from Synology. The following chapters will explain the criteria for RMA denial and acceptance.

Notes:

- Before returning, make sure to reset your device to factory condition to ensure that all personal data has been

erased.

- All images in this document are for illustrative purposes only. The layout of your product may differ from that in the figures provided.

Criteria for Acceptance

Packaging

More proper packing and shipping instructions are available in the Appendix.

- Use bubble wrap or EPE material to protect the device.
- Make sure to include any accessories that came with the product in the package (i.e., USB-C cable, USB-A adapter).



Product appearance

Top cover:

The BeeDrive logo should be clearly visible.

Bottom cover:

The 13-digit S/N number should be clearly visible and all of its digits should be distinguishable. The QR code should be scannable.



Criteria for Denial

Packaging

- Improper protection materials were used to package the device, its cables, and its adapters (e.g., no packaging materials with cushioning were used, incorrectly sized packaging used, or the items were loosely packed causing them to bounce around during transport).
- The package contains non-BeeDrive products.



- The original box is unopened.
- The product seals are still intact.



Product labels

Top cover:

The BeeDrive logo is blurry or in any other condition that makes it impossible to identify.

Bottom cover:

The 13-digit S/N is unclear or otherwise unreadable in any way.



The device shows severe damage, deformation, or signs of deliberate destruction.



Appendix

Packaging and shipping instructions

Before shipping, contact the local reseller or distributor where you purchased the product for an RMA number.

1. Wrap BeeDrive with bubble wrap or EPE material, then carefully place it into a box.
2. Do not use packaging pellets, peanuts, air bags, or newspaper.
3. Make sure there is no extra space inside the box for BeeDrive to move around.
4. If necessary, place the packing slip inside the package and seal the box along all edges and openings with nylon tape or PVC insulation tape.
5. Stick the shipping label on the outside of the package.

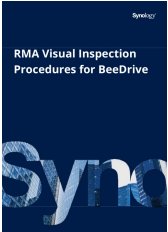




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Documents / Resources

	<p>Synology BeeDrive Personal Backup Hub [pdf] Instruction Manual BeeDrive Personal Backup Hub, BeeDrive, Personal Backup Hub, Backup Hub, Hub</p>
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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