hiddn

KRYPTODISK 2

Selfkey model
PUK and PIN

User Manual

English

KD02-UM-SD1-01.03-ENG-29.11.18

1. Introduction

The KryptoDisk 2 is the perfect solution for securely transporting data between the office and home, travelling with sensitive data, working between office branches and moving sensitive data between systems and platforms.

There are two ways of using the KryptoDisk 2 - either as a generic external storage disk, or as a bootable external disk. As an external storage disk, it provides you with a secure USB environment for file storage, while using it as a bootable disk enables you to use virtually any computer and still work in a secure environment.

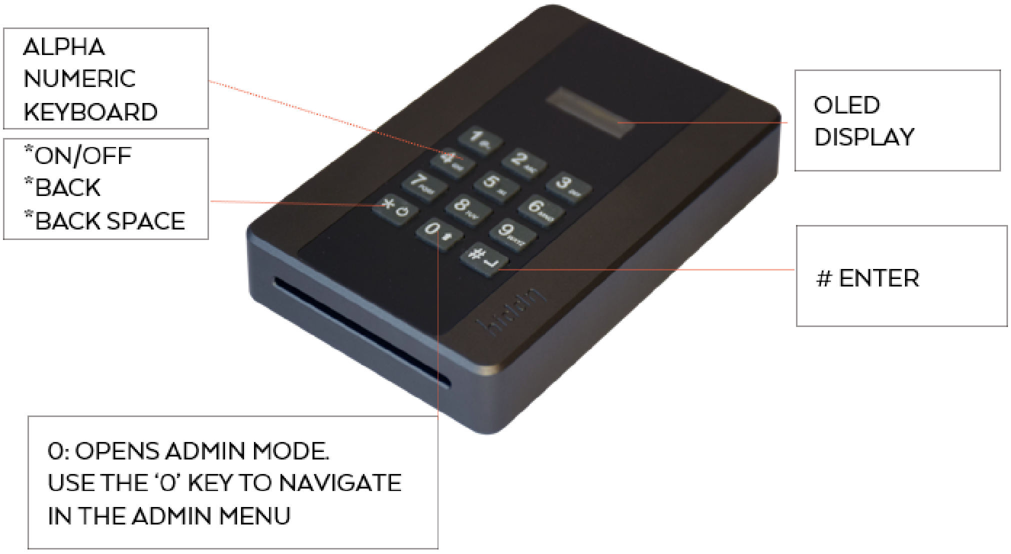
The KryptoDisk 2 features a superior level of security and offers a GDPR – proof guarantee that secures you against GDPR breaches and potential fines if your KryptoDisk 2 is lost or stolen. Your data is protected with military grade AES 256-bit hardware encryption and a two-factor authentication. The data encryption key is stored on a Common Criteria EAL 5+ certified smart card and is deleted from the KryptoDisk 2 when the device is powered off.

NB: The GDPR-proof guarantee is only valid when the smart card is kept separate from the device.

Upon first use, simply insert the included Smart Card, containing your encryption suite, into your KryptoDisk 2, select a PUK and PIN code, and connect the device to any computer. For a detailed walkthrough, please refer to section «First time use”

The package includes the following:

- KryptoDisk 2
- USB Cable
- Smart Card


ALPHA NUMERIC KEYBOARD
*ON/OFF
*BACK
*BACK SPACE
OLED DISPLAY
# ENTER
0: OPENS ADMIN MODE. USE THE ‘0’ KEY TO NAVIGATE IN THE ADMIN MENU

2. First time use

This section contains instructions on how to set up the KryptoDisk 2 during first time use. Before you can start using the KryptoDisk 2, you must initialize (i.e. pair) the device and the Smart Card (included), and thereafter format the hard drive from your computer's operating system.

Unlike most other drives on the market, Hiddn's two-factor encryption products cannot be pre-formatted. This is a security, precaution feature and a consequence of how the encryption module inside the KryptoDisk 2 is designed. When you pair the KryptoDisk 2 with the Smart Card, the data encryption key is transferred to the device for the first time. That means that any pre-installed data (e.g. partition tables) would be unreadable. To be able to use the KryptoDisk 2 with your computer, the KryptoDisk 2 therefore needs to be formatted upon first use.

When the KryptoDisk 2 is initialized and formatted, it is ready to be used together with your preferred device.

Initialize the KryptoDisk 2 encryption module

1. Power up and insert the Smart Card in your KryptoDisk 2.
2. Connect the device to your computer using the included USB cable.
3. The device will prompt you to confirm initialization with the Smart Card. Press the "9"-key followed by the "#"-key to confirm.
4. Wait until the device prompts you to restart, then disconnect the USB cable.
5. Reconnect the USB cable with the Smart Card still inserted in the device.
6. The device will prompt you to select and confirm a PUK code. Enter your code and press the "#"-key to proceed. Please refer to section 7 – Passphrase, PUK and PIN requirements to ensure that your PUK code is valid. If you don't want to set a PUK code, leave the field blank and press the "#" key to proceed.
7. The device will prompt you to select and confirm a PIN code. Enter your code and press the "#"-key to proceed. Please refer to section 7 – Passphrase, PUK and PIN requirements to ensure that your PIN code is valid.

The encryption module inside KryptoDisk 2 is now initialized and successfully paired with the Smart Card.

Initialize and format the KryptoDisk 2 storage device

Before you can start using the KryptoDisk 2, the storage device must be initialized and formatted. For instructions on this step, please refer to section 9 – Initializing and formatting the storage device.

Change PIN code

For instructions on this step, please refer to section 8 – Admin menu.

3. Daily use

This section contains instructions on the daily use of KryptoDisk 2.

NB: We strongly recommend that you remove the Smart Card from the KryptoDisk 2 when the authentication process is complete and the "Disk Unlocked" message appears in the display, especially when you are working in public spaces.

1. Power on the KryptoDisk 2
2. Insert the Smart Card
3. Enter your PIN code
4. Connect the KryptoDisk 2 to your computer (or similar device) using the included USB cable. It is now unlocked and ready for use
5. Remove the Smart Card from the KryptoDisk 2. We recommend that keep the Smart Card secure and separate to your KryptoDisk 2.

4. How to respond in case of emergency [FAQs]

This section contains procedures for emergency situations like a lost, stolen or malfunctioning card or device, as well as information on how to use the Smart Card.

⚠ My Smart Card was lost or stolen

If you have lost control of your Smart Card, you should zeroize the KryptoDisk 2 immediately. Please refer to section 8–Admin menu and follow the procedure *Zeroize without the Smart Card inserted.*

NB: If your Smart Card is lost or stolen, you can order a new one from our website www.hiddn.no

⚠ My KryptoDisk 2 was lost or stolen

The tamper-proof hardware encryption module in the KryptoDisk 2 provides a level of security that is sufficient for the Norwegian Army and GDPR requirements, amongst others. The AES-256 encryption keeps your data safe against brute force attacks.

If you have access to a second KryptoDisk 2 the encryption key on the Smart Card can be deleted by zeroizing the card while on battery power as described in section 8 – Admin menu under Zeroize the Smart Card and optionally the KryptoDisk 2 – Battery power.

To destroy the Smart Card completely cut up the RFID chip on the card.

⚠ My KryptoDisk 2 and Smart Card was lost or stolen

In addition to being tamper-proof, the Smart Card contains a secure retry-counter that protects the PIN code. After 5 unsuccessful attempts the card will lock, and the only way to reactivate it is to enter the PUK code. After 10 unsuccessful PUK entries the card will be permanently locked.

If your KryptoDisk 2 is lost together with the Smart Card, we strongly recommend that you eliminate any record of the PUK and PIN codes. If you follow these measures, the data on your device is considered secure even though the card was lost along with the device.

⚠ I believe there is malware on my device

The KryptoDisk 2 features a cryptographic erase function that removes all possible access to any data on the device (including the malware). Technically this is done by destroying or invalidating the encryption key used to decrypt the data. The KryptoDisk 2 can then be used safely again, but all the data on the device prior to the cryptographic erase will be unrecoverable.

Please refer to section 0 – Admin menu for instructions on how to perform a cryptographic erase.

⚠ I forgot the PIN code for my Smart Card

If you forget your PIN code, you can use the PUK code to restore your data and get access to your KryptoDisk 2 again.

1. Enter a wrong PIN code 5 times to trigger a prompt to enter the PUK code
2. Enter your PUK code to unlock the KryptoDisk 2
3. Reset your PIN code from the Admin menu. Please refer to section 0 – Admin menu for instructions

⚠ I want to return the KryptoDisk 2 and the Smart Card to Factory Default

Some situations might require you to instantly zeroize your Smart Card. An example is to reuse the KryptoDisk 2 within the organization. The *emergency zeroize* function allows you to do this without entering the Admin menu.

1. While not connected to USB cable, insert your Smart Card into the KryptoDisk 2
2. Power on the device
3. Press and hold the ‘3’, ‘*’ and ‘#’-keys for at least 1 second until “Card Zeroized” is shown
4. Connect the USB cable and “Zeroize Completed is shown followed by “Please restart.
5. Remove and reconnect the USB cable to verify that the KryptoDisk 2 is reset to Factory Default by observing that the KryptoDisk 2 shows “Initialize [Y/N]”

⚠ The KryptoDisk 2 stops responding when set up as a bootable disk

If booting from the KryptoDisk 2, the operating system might cut power to the USB bus during start-up. To prevent the KryptoDisk 2 to stop responding it might be necessary to set Keep Alive to 1 second. This will enable retransmitting the encryption key from the Smart Card to the KryptoDisk 2 after the short loss of power.

Please refer to section 8 – Admin menu for instructions.

5. Security recommendations

This section contains our recommendations on how to fully utilise the KryptoDisk 2's security features. The KryptoDisk 2 is an advanced security product capable of providing a very high level of data protection. However, as with any other product, security can be compromised by human error and wrong use. In this section, we have outlined some recommendations on how to establish good security habits.

⚠ Store the KryptoDisk 2 and the Smart Card separately when not in use

The KryptoDisk 2 relies on a two-factor authentication scheme using a PIN code and a smart card. Effective protection requires that the authentication factors are kept separate from the device they protect when it is not in use. To ensure that you do not compromise this protection, we strongly recommend that the Smart Card is stored separated from the KryptoDisk 2.

⚠ Remove Smart Card from the KryptoDisk 2 when in use

We strongly recommend that you remove the Smart Card from the KryptoDisk 2 after the authentication process is complete, especially when working in a public place. As soon as the "Disk Unlocked" message shows in the display you can remove the card and store it separately from the KryptoDisk 2.

⚠ Back up your data

Make sure that you have a secure backup of your data, in case your device is lost, stolen or malfunctions.

⚠ Understand the concepts of zeroizing

Zeroizing is a key security feature in the KryptoDisk 2, which allows the user to disable communications between the device and the Smart Card. For an introduction to the concept of zeroizing, please refer to section 6 – Important information about Hiddn’s security principles.

For information on how to zeroize and which method to use, please refer to section 8 – Admin menu.

⚠ Understand the principles behind Hiddn’s unique security technology

To increase your familiarity with the security concepts underpinning the KryptoDisk 2, please refer to section 6 – Important information about Hiddn’s security principles.

6. Important information about Hiddn’s security principles

This section contains information on the key principles of Hiddn's encryption and authentication technology, which lay at the core of the KryptoDisk 2's encryption module.

The KryptoDisk 2 derives its matchless security from a two-factor authentication scheme, where the factors are something you *know* – a PIN code – and something you *have* – a smart card. The key used to decrypt the data on the KryptoDisk 2 is stored on the Smart Card, and it is securely transferred to the device only if the correct PIN code is entered. Thus, the data on the device is impossible to access unless both factors are present.

The encryption solution used in the KryptoDisk 2 uses a Common Criteria EAL5+-approved Smart Card that contains two different keys.

The *data encryption key* ("DEK") is the key that is used to encrypt and decrypt the data stored on the device. Without the DEK, the data is completely unreadable and impossible to interpret.

The *communication key* is the key that allows the KryptoDisk 2 and the Smart Card to communicate securely, which is necessary for the DEK to be transferred safely.

During initialisation, the communication key is copied from the Smart Card to the KryptoDisk 2 in a non-repeatable process, thus opening a secure communication channel between the device and that specific smart card. Because the encryption module inside the KryptoDisk 2 only can hold one communication key, it is impossible to unlock the KryptoDisk 2 using another Smart Card, unless the device or card is zeroized.

Each time you use the KryptoDisk 2, the DEK is transferred from the Smart Card to the device, allowing you to decrypt and access the data on the drive. If the device is unplugged from the computer, the DEK is deleted and must be transferred from the Smart Card again. This ensures that the data is secure even if the KryptoDisk 2 is lost or stolen.

Zeroizing is the process of disabling communications between the KryptoDisk 2 and its matching Smart Card, and the opposite process of Initializing. It is a key security feature, because the communication key can only be transferred once from a Smart Card. Thus, zeroizing the KryptoDisk 2 ensures that a lost or stolen Smart Card can never be used to access the data on the device. Please refer to section 8 – Admin menu for information on how to zeroize your KryptoDisk 2.

NB: Zeroizing must be performed with care, as it will make all the data on the device unrecoverable as the DEK is no longer in the Smart Card. Before zeroizing we recommend you to take back-up of all data on the KryproDisk 2. If you require the possibility to restore your data, consider our solution using two smart cards – a User Primary Card and a User Data Restore Card. For more information, please refer to our website hiddn.no.

7. Passphrase, PUK and PIN requirements

This section contains information on the requirements for PUK and PIN codes on your KryptoDisk 2 device.

- Between 7-15 digits in length
- Cannot contain only repetitive numbers, e.g. (3-3-3-3-3-3-3)
- Cannot contain only consecutive numbers, e.g. (1-2-3-4-5-6-7), (7-8-9-0-1-2-3-4), (7-6-5-4-3-2-1)
- After 5 unsuccessful PIN entries the device is locked and PUK entry is required
- After 10 unsuccessful PUK entries the device is permanently locked, and any stored data will be lost

You can create a memorable word, name, phrase or any other alphanumerical PIN combination by simply pressing the key with the corresponding letters on it. Examples of alphanumerical PIN codes include:

PIN code “Password”:

7 (**P**QRS) **2** (**A**BC) **7** (PQR**S**) **7** (PQR**S**) **9** (**W**XYZ) **6** (MN**O**) **7** (PQ**R**S) **3** (**D**EF)

PIN code “HIDDN”:

4 (G**H**I) **4** (GH**I**) **3** (**D**EF) **3** (**D**EF) **6** (M**N**O)

8. Admin menu

This section contains information on the Admin menu on the KryptoDisk 2, which is used for customization and administration of the device. Some of the controls in the Admin menu are only visible with the smart card inserted – these are marked with 💳 in the list below. Others are only available on battery power – these are marked with 🔋 battery icon

To enter the Admin menu, press and hold the "0"-key while powering on the device. To navigate the menu, press the "0"-key, and press the "#"-key to select an option. Select the "Exit" option to leave the menu.

System info

This provides a list of version numbers and serial numbers for your device, which is useful if you must contact customer support for any reason. The smart card must be inserted for smart card information to be displayed.

Change PIN code

This allows you to change the PIN code of your device. You will be prompted to input your old PIN code, followed by a prompt to enter the new code, and finally a prompt to confirm the new code. The PIN code must comply with the requirements outlined in section 7 – Passphrase, PUK and PIN requirements.

🔋 Set name

This allows you to define a name for your KryptoDisk 2. The device name will appear in the display during start-up, allowing you to easily distinguish between multiple devices. If you assign a name to your device, the start-up process will be 2 seconds delayed allowing the name to appear.

You will be prompted to enter a device name. The KryptoDisk 2 uses alphanumeric inputs for this function, allowing you to input letters as well as numbers using the keypad. Confirm by pressing the "0/enter" key. To remove a stored name, simply erase all the characters using the "*" key and save an empty name.

Zeroize KryptoDisk 2

This allows you to zeroize your KryptoDisk 2 and Smart Card.

Both the KryptoDisk 2 and the corresponding Smart Card can be zeroized, either separately or together. This disables all communication between the KryptoDisk 2 and the paired Smart Card. When you zeroize, the data encryption key is deleted from the Smart Card, meaning that the data on the device is lost. Following the zeroize process, a new data encryption key is generated in the Smart Card and the KryptoDisk 2 must be initialized again.

There are various alternatives for zeroizing, and which to use depends on what your objective is. The alternatives, their uses and their consequences are listed below.

NB: When you zeroize the KryptoDisk 2 or Smart Card, the data on the device is lost. Make sure you back up your data regularly.

Zeroize the KryptoDisk 2 after loss of Smart Card

This method is used if your Smart Card is lost, stolen or malfunctioning.

When you zeroize without the Smart Card inserted, the encryption module in the KryptoDisk 2 deletes the communication key stored in the device, thus making it unable to communicate with the Smart Card. The data stored on the device will be permanently lost.

To zeroize without the Smart Card inserted, power up your device while connected to USB power and enter the Admin menu. Select the Zeroize option and confirm by entering "Y" (press the 9-key). If you want to cancel, enter "N" (press the 6-key). The device will confirm and prompt you to restart the device. Disconnect and reconnect the USB cable to complete the zeroize process.

NB: After this process, the data on the device is lost even if you recover your Smart Card. The recovered card must also be zeroized and used to perform a fresh initialisation of the KryptoDisk 2.

Zeroize both the Smart Card and the KryptoDisk 2 on USB power

This method is used if you are replacing your Smart Card or transferring ownership of the KryptoDisk 2.

When you zeroize both the Smart Card and the KryptoDisk 2, the encryption module in the KryptoDisk 2 deletes both the communication key stored in the device and the communication key stored on the card. This reverts the KryptoDisk 2 back to factory settings.

To zeroize both the Smart Card and the KryptoDisk 2, power up your device with the card inserted and enter the Admin menu. Select the Zeroize option and confirm by entering "Y" (press the 9-key). If you want to cancel, enter "N" (press the 6-key). The KryptoDisk 2 will confirm and prompt you to restart the device. Disconnect and reconnect the USB cable, and the device will confirm that the zeroization was successful.

Zeroize the Smart Card on Battery power

This method is used if you are replacing your Smart Card or transferring ownership of the KryptoDisk 2 and cant access a computer.

When you zeroize both the Smart Card and the KryptoDisk 2, the encryption module in the KryptoDisk 2 deletes both the communication key stored in the device and the communication key stored on the card. This reverts the KryptoDisk 2 back to factory settings.

To zeroize both the Smart Card and the KryptoDisk 2, power up your device with the card inserted and enter the Admin menu. Select the Zeroize option and confirm by entering "Y" (press the 9-key). If you want to cancel, enter "N" (press the 6-key).

NB: While you are running on battery power, the device will only zeroize the Smart Card. Until the KryptoDisk 2 is connected to USB power it will not be zeroized. To zeroized the Kryptodisk 2 you will be prompted to connect the device to a computer. When connected to USB power with the Smart Card inserted, the KryptoDisk 2 will start to zerioze and confirm the operation when completed.

NB: When you zeroize the Smart Card without zeroizing the KryptoDisk 2 at the same time (i.e. when you zeroize while on battery power), the Smart Card will zeroize the next KryptoDisk 2 it is inserted into (if it's connected to USB power). In case you have several KryptoDisks, please make sure you use the card with the proper device.

Erase All Data

This allows you to erase the data on your KryptoDisk 2 through a method called *cryptographic erase*. Because it can be done on battery power without connecting to the computer, it can be useful if you suspect that there is malicious software on your device. When you perform a cryptographic erase, the encryption key on the Smart Card is deleted and a new one is generated, which makes everything on your device unrecoverable. **Only perform this action if you are sure that you want to delete all the data on your KryptoDisk 2.**

To perform a cryptographic erase, power up your device with the Smart Card inserted and enter the Admin menu. Select the Erase All Data option and confirm by entering "Y" (press the 9-key). If you want to cancel, enter "N" (press the 6-key). This action requires user authentication, and you will be prompted to enter your PIN code if you haven't already done it during this session. When you have confirmed the process and been authenticated, "Device erased" will appear in the display.

To continue using the device, the drive must be initialized and formatted again. Please refer to section 9 – Initializing and formatting the storage device for instructions. You don't need to initialize the encryption module.

Admin Battery Status

This displays the voltage (V) and charge (%) of the battery in the KryptoDisk 2.

Set Keep Alive

This allows you to activate and set the timer for *keep alive* mode. This mode allows you to establish a pre-set timer that keeps the KryptoDisk 2 unlocked after the device is unplugged (the timer can be set to maximum 240 seconds). This can be useful if the KryptoDisk 2 is to be moved from one computer to another **in a secure environment**. This also needs to be used if booting from the KryptoDisk 2 and the operating system cuts power to the USB bus during start-up.

To activate this mode, enter the Admin menu. If the KryptoDisk 2 is connected to a computer, you will be prompted to disconnect it. The display will reveal whether keep alive mode is currently active, where "0" means inactive. Enter how long (in seconds) you want the device to be unlocked after unplugging. The "*"-key functions as a backspace key. Press the "#"-key to save.

To disable the feature, enter "0" or simply delete the current setting and confirm.

NB: This functionality, while practical, can be a severe security liability if misused. If someone were to gain access to your KryptoDisk 2 while it is open and connected, they can steal it, connect it to their own computer and gain access to your data.

Only activate the “keep alive” feature if you are certain your environment is safe and that you understand the possible ramifications. We recommend you to re-sett this feature when not in a secure environment.

9. Initializing and formatting the hard drive

Formatting a hard drive in Windows

NB: Formatting in Windows requires admin access.

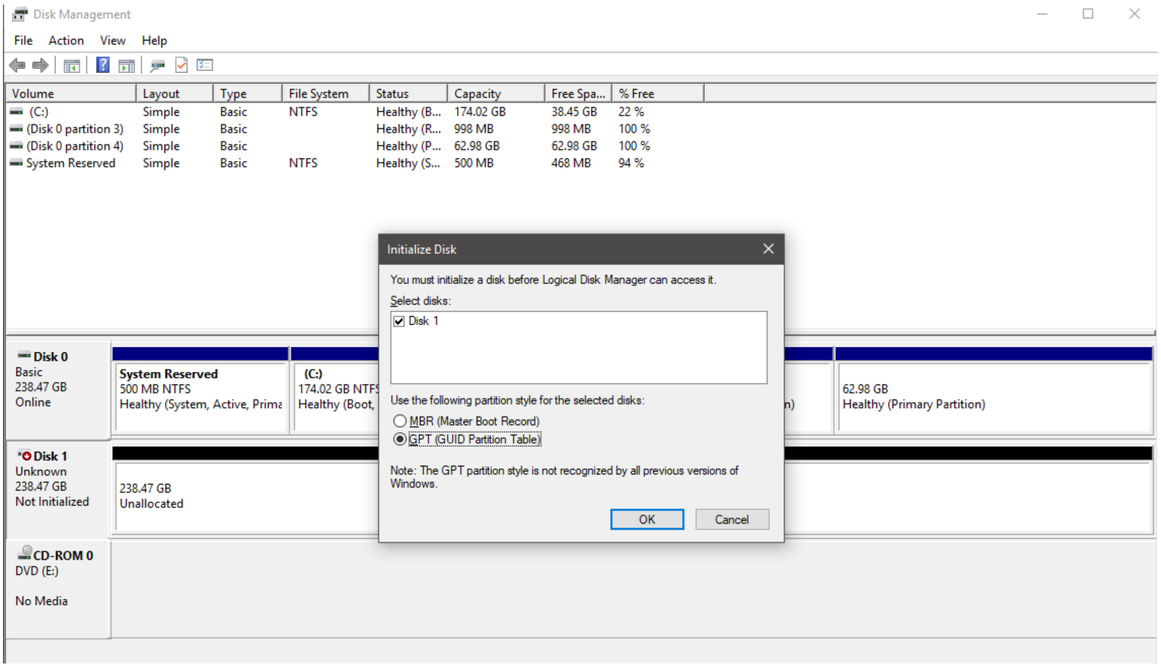
1. Open Disk Management

Open the Disk Management tool. How to do this depends on your version of Windows, but usually you can press the Windows key and type “Run” (consult Microsoft help pages to find the corresponding command if you have a native language installation of Windows). In the resulting dialogue box, enter *diskmgmt.msc*

The disk management tool will open and you can start formatting the disk.

2. Initialize disk

Disk initialisation should appear automatically. If it doesn’t, right-click on the icon and follow the instructions.



Volume	Layout	Type	File System	Status	Capacity	Free Spa...	% Free
(C:)	Simple	Basic	NTFS	Healthy (B...	174.02 GB	38.45 GB	22 %
(Disk 0 partition 3)	Simple	Basic		Healthy (R...	998 MB	998 MB	100 %
(Disk 0 partition 4)	Simple	Basic		Healthy (P...	62.98 GB	62.98 GB	100 %
System Reserved	Simple	Basic	NTFS	Healthy (S...	500 MB	468 MB	94 %

Disk 0
Basic
238.47 GB
Online

System Reserved
500 MB NTFS
Healthy (System, Active, Prima

(C:)
174.02 GB NTFS
Healthy (Boot,

62.98 GB
Healthy (Primary Partition)

Disk 1
Unknown
238.47 GB
Not Initialized

238.47 GB
Unallocated

CD-ROM 0
DVD (E:)

No Media

Initialize Disk

You must initialize a disk before Logical Disk Manager can access it.

Select disks:

☑ Disk 1

Use the following partition style for the selected disks:

○ MBR (Master Boot Record)
● GPT (GUID Partition Table)

Note: The GPT partition style is not recognized by all previous versions of Windows.

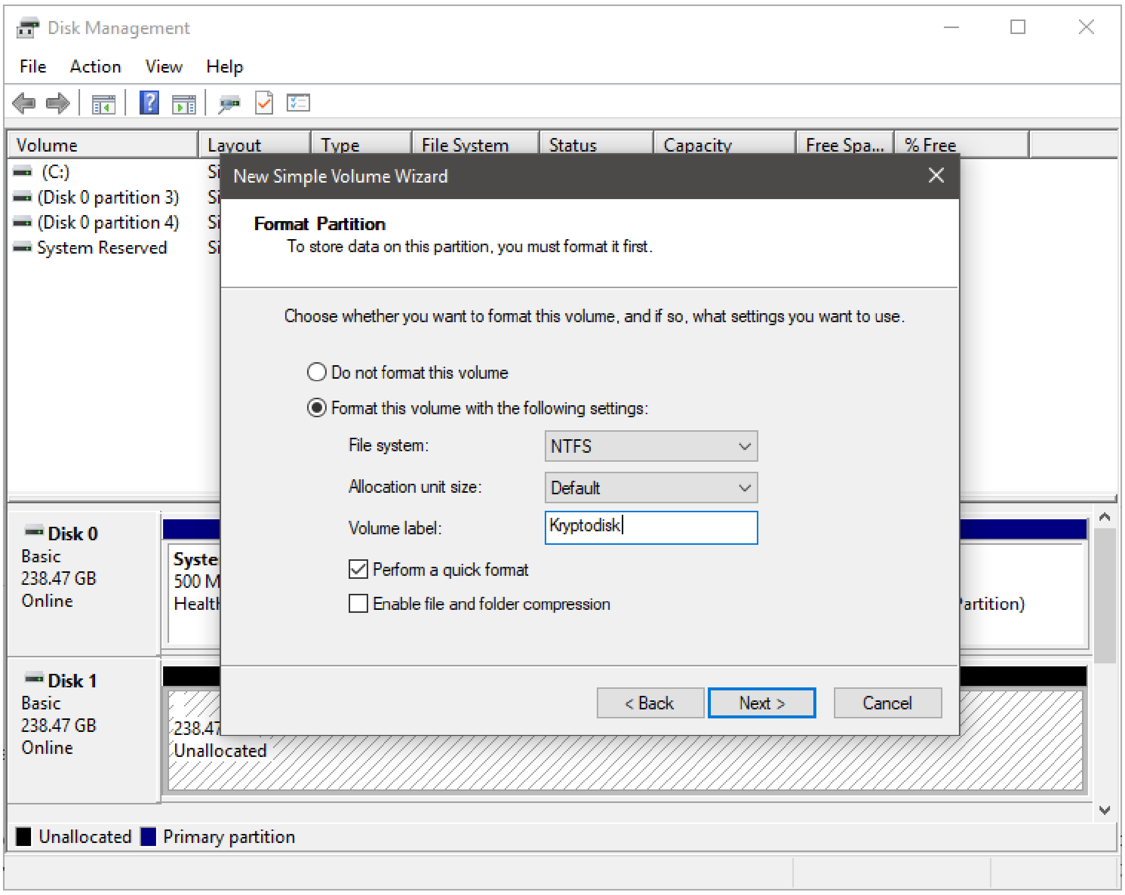
3. Partition and format disk

Once Disk Management opens, look for the new drive in the list.

NB: KryptoDisk 2 is a new hard drive that needs to be partitioned before use. In Windows, partitioning needs to be done before a hard drive can be formatted. The KryptoDisk 2 will probably be on a dedicated row labelled Disk 1 (or 2, etc.) and will say Unallocated.

- Tap-and-hold or right-click anywhere on it and choose New Simple Volume.
- Tap or click Next > on the New Simple Volume Wizard window that appears.
- Tap or click Next > on the Specify Volume Size step to confirm the size of the drive you're creating.
- Tap or click Next > on the Assign Drive Letter or Path step

Windows will now partition the drive, a process that will only take a few seconds on most computers. In Windows 10, Windows 8, and Windows 7 you will be asked to format the disk.



New Simple Volume Wizard

Format Partition

To store data on this partition, you must format it first.

Choose whether you want to format this volume, and if so, what settings you want to use.

○ Do not format this volume

● Format this volume with the following settings:

File system: NTFS

Allocation unit size: Default

Volume label: Kryptodisk

☑ Perform a quick format

□ Enable file and folder compression

NTFS is the most recent file system available for Windows systems, and is recommended if you only intend to use your KryptoDisk 2 with Windows computers. If you want to move data between computers with different operating systems, e.g. Mac or Linux computers, select exFAT.

Our suggested settings for Windows-exclusive use are as follows:

File System	Allocation unit size	Volume label	Perform a quick format	Enable file/folder compression
NTFS	Default	[Your choice]	Yes	No

Our suggested settings for inter-platform use are as follows:

File System	Allocation unit size	Volume label	Perform a quick format	Enable file/folder compression
exFAT	Default	[Your choice]	Yes	No

Formatting a hard drive on Mac

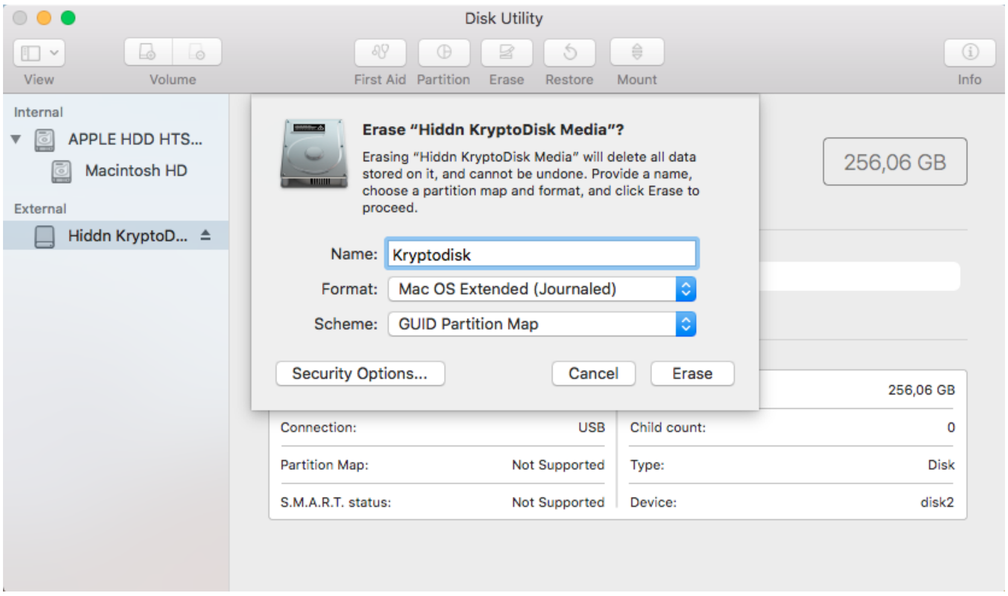
Launch Disk Utility, located in /Applications/Utilities.

1. Initialize disk

Disk initialisation will most likely pop up automatically. If not please click on the disk icon and a wizard will take you further.

2. Partition and format disk

From the left-hand pane, select the drive you wish to format. Click the Erase button at the top of the Disk Utility window, or select Erase from the Edit menu. A window should pop up resembling the image below.



Erase "Hiddn KryptoDisk Media"?

Erasing "Hiddn KryptoDisk Media" will delete all data stored on it, and cannot be undone. Provide a name, choose a partition map and format, and click Erase to proceed.

Name: Kryptodisk

Format: Mac OS Extended (Journaled)

Scheme: GUID Partition Map

			256,06 GB
Connection:	USB	Child count:	0
Partition Map:	Not Supported	Type:	Disk
S.M.A.R.T. status:	Not Supported	Device:	disk2

Mac OS Extended (Journaled) is the default MacOS file system, and is recommended if you only intend to use your KryptoDisk 2 with Apple computers. If you want to move data between computers with different operating systems, e.g. Windows or Linux computers, select exFAT.

Our suggested settings for Mac-exclusive use are as follows:

Name	Format	Scheme
[Your choice]	Mac OS Extended (Journaled)	GUID Partition Map

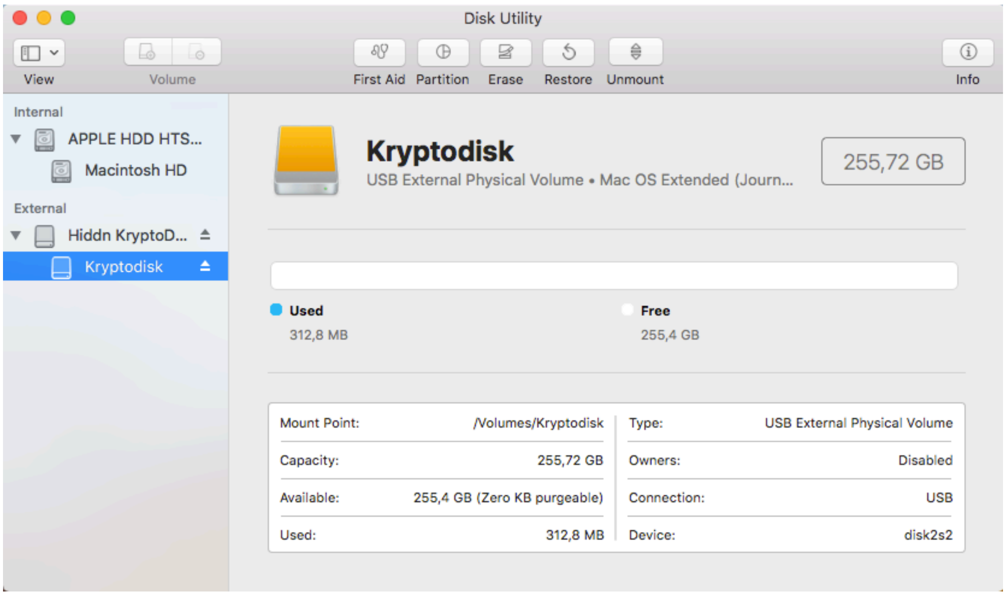
Our suggested settings for inter-platform use are as follows:

Name	Format	Scheme
[Your choice]	exFAT	GUID Partition Map

When you have configured your settings, click the Erase button.

Disk Utility will erase and format the selected drive, resulting in a single volume being created and mounted on your Mac's desktop.

Click the Done button.



Kryptodisk

USB External Physical Volume • Mac OS Extended (Journ...

255,72 GB

Used
312,8 MB

Free
255,4 GB

Mount Point:	/Volumes/Kryptodisk	Type:	USB External Physical Volume
Capacity:	255,72 GB	Owners:	Disabled
Available:	255,4 GB (Zero KB purgeable)	Connection:	USB
Used:	312,8 MB	Device:	disk2s2

10. Warranty and RMA Information

Two Year Warranty:

Hiddn offers a 2-year warranty on the KryptoDisk 2 against defects in materials and workmanship under normal use. The warranty period is effective from the date of purchase either directly from Hiddn or an authorised reseller.

Disclaimer and terms of warranty:

The warranty becomes effective on the date of purchase and must be verified with your sales receipt or invoice displaying the date of product purchase. Hiddn will, at no additional charge, repair or replace defective parts with new parts or serviceable used parts that are equivalent to new in performance. All exchanged parts and products replaced under this warranty will become the property of Hiddn.

This warranty does not extend to any product not purchased directly from Hiddn or an authorised reseller or to any product that has been damaged or rendered defective: 1) as a result of accident, misuse, neglect, abuse or natural or personal disaster, or any unauthorised disassembly, repair or modification or failure and/ or inability to follow the written instructions provided in this instruction guide: 2) by the use of parts not manufactured or sold by Hiddn; 3) by modification of the product; or 4) as a result of service, alternation or repair by anyone other than Hiddn and shall be void. This warranty does not cover normal wear and tear.

No other warranty, either express or implied, including any warranty or merchantability and fitness for a particular purpose, has been or will be made by or on behalf of Hiddn or by operation of law with respect to the product or its installation, use, operation, replacement or repair.

Hiddn is not liable for, and does not cover under warranty, any costs associated with servicing and/or the installation of the Product/s.

Hiddn Security AS
Oslo
Norway
www.hiddn.no

Compatible
with Windows,
macOS and
Linux

CE