TROUBLESHOOTING & SUPPORT

Verifying if a phone supports microSDHC
How do I know if my phone supports microSD or microSDHC card format or both?

Although **microSD** and **microSDHC** cards have the same form factor and identical in shape. Not all phones support both.

Please refer to your phone's user's manual or the manufacturer's website to see what memory card formats and capacities are supported.

See also "SD/SDHC/SDXC Specifications and Compatibility" for more info

Match the Logo to your device
Before inserting your SD memory card, confirm the device is compatible with the SD standard by locating an SD logo and other symbols on the device or referring to the device's user manual or manufacturer information. Interoperability of host devices and cards are shown below.
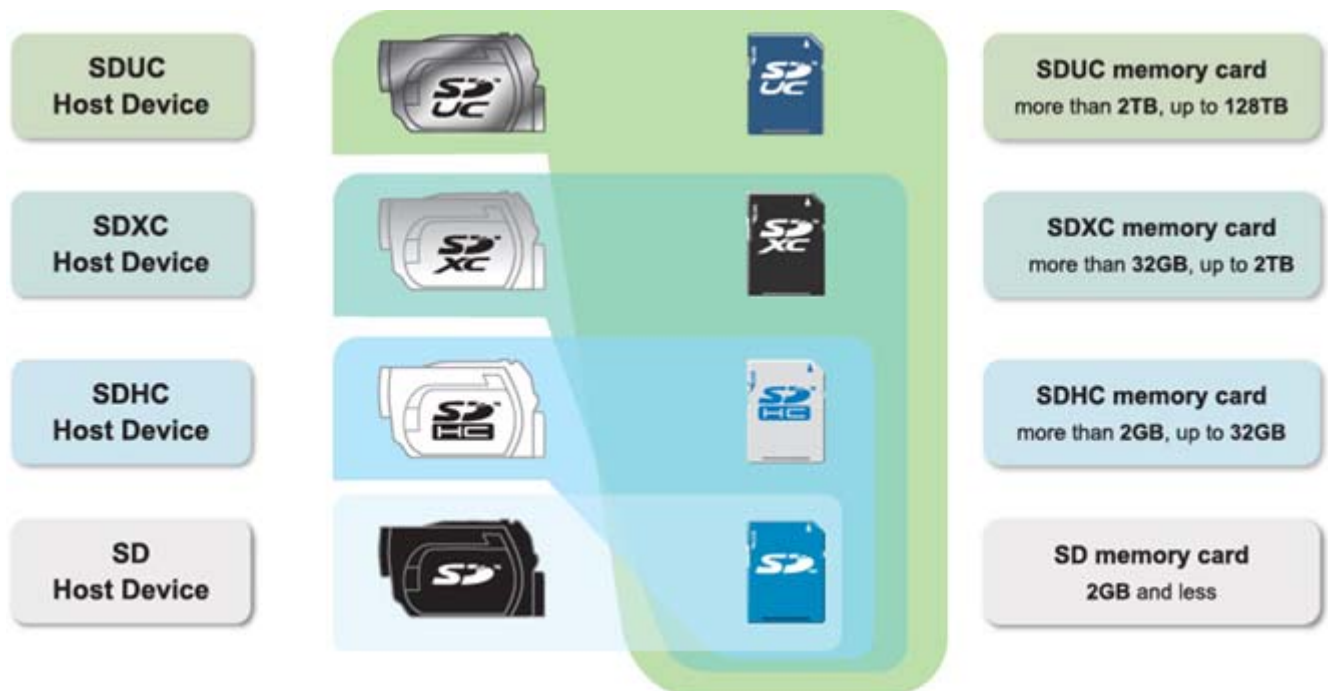
-SDUC memory cards must only be used with SDUC Host Devices.
-SDXC memory cards can be used with SDXC devices and SDUC Host Devices.
-SDHC memory cards can be used with SDHC devices, SDXC devices and SDUC Host Devices.
-SD memory cards can be used with SD devices, SDHC devices, SDXC devices and SDUC Host Devices.

-SDUC Host Devices can use SD memory cards, SDHC memory cards, SDXC memory cards and SDXC memory cards.
-SDXC Host Devices can use SD memory cards, SDHC memory cards and SDXC memory cards.
-SDHC Host Devices can use both SD memory cards and SDHC memory cards.
-SD Host Devices can only use SD memory cards.

The SD Memory Card Formatter was created specifically for memory cards using the SD/SDHC/SDXC standards.

Using SD Formatter Tool to restore full capacity on SDHC/SDXC cards

My SDHC/SDXC Card is not showing the correct capacity. How can I format the card to the correct capacity?

Some card readers or host devices are not compatible with the larger SDHC and SDXC cards. If the reader or host is not compatible with the larger capacity the card will be re partitioned to a size that is supported.

For example if your card reader or camera is compatible with a SDHC card with a maximum capacity of 32GB using this reader or camera to **format** a 64GB SDXC card will result in the card being re partitioned to 32GB (~27GB usable capacity)

If you experience this issue you will need to use a reader or host that supports the full capacity of the card and use the SD formatter to recover the full capacity.
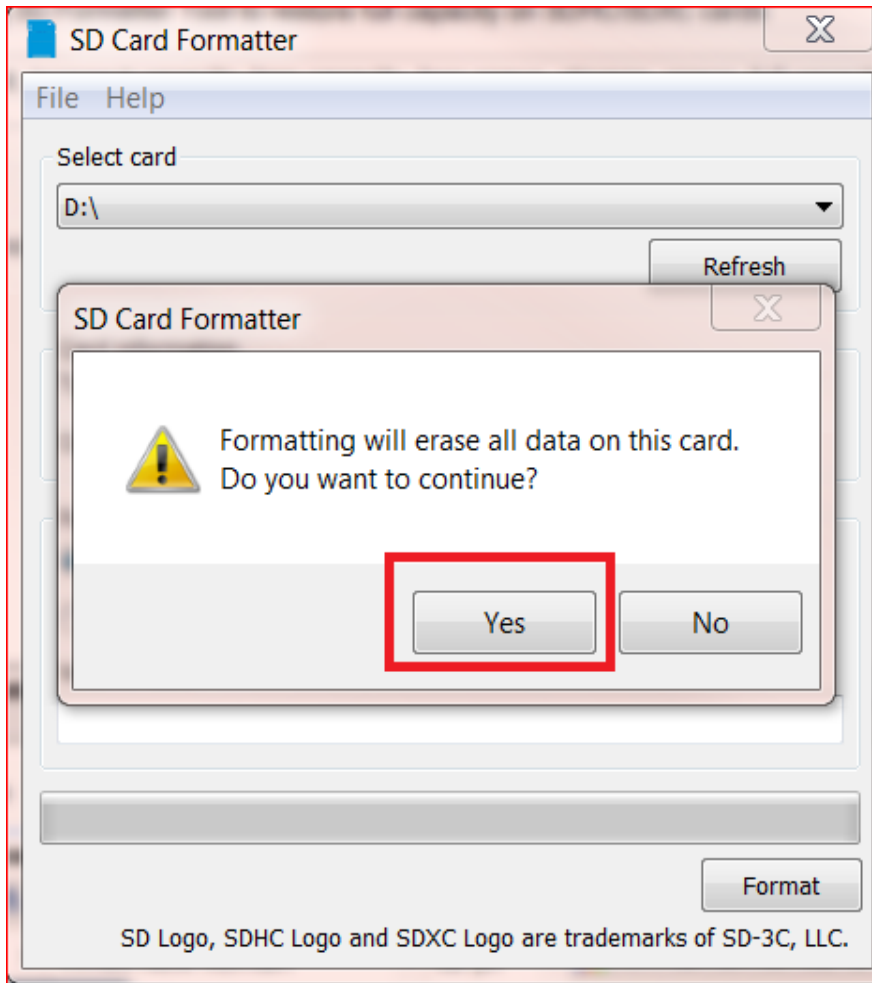
WARNING: **Formatting** will erase all data on the card. Back up all your data before proceeding.

Download SD Formatter Tool

1. Run the SD Formatter Application

2. Select the drive letter for the SDHC/SDXC card and then select **format**.
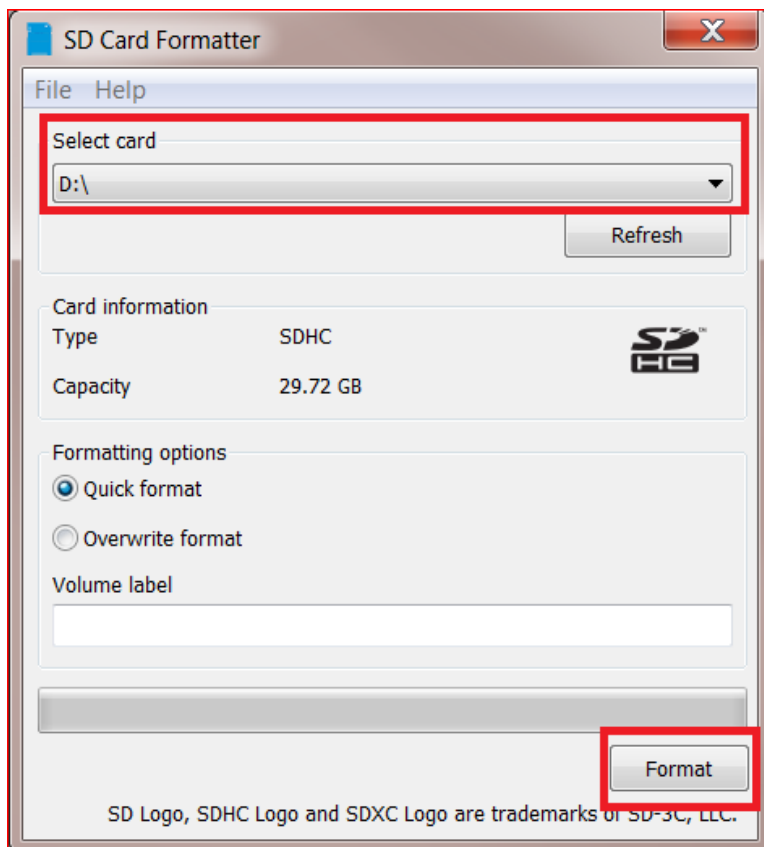
3. Click yes to confirm **format** process.

4. Once **format** is complete the SD card will be properly **formatted**.

microSDHC cards fail to format

Why can't I format my microSDHC card using my mobile phone?

SYMPTOMS:

- A mobile phone running Android OS will prompt you to format the card.

- When attempting to format the **microSD**/**microSDHC** card using the mobile phone, the format will fail and **the card is unusable** message will appear.

It may be possible to read and format the card using a USB memory card reader. In theses cases, you can use a reader to download your data or recover it using a data recovery program like Rescue Pro.

After you backed up your data, you can simply format your card and continue using it in your device.

NOTE: Do NOT use the phone as the reader.

NOTE: If the above steps do NOT resolve the problem or if the lock switch is missing or broken, please backup your data if possible and request a replacement using our online web form.

If you are still experiencing technical issues with your SD product please contact the manufacturer directly for support.

SANDISK CUSTOMER CARE
Questions?
Live Chat Support (USA only)

Retail Products
1-866-726-3475
1-877-267-8975 (Spanish)

Return Material Authorization (RMA) process
How does the RMA process work? How do I replace my defective product?

Obtaining an RMA may be quicker from the place of purchase. In case your device is not functioning within the store

replacement period please contact them directly.

Please register your product using our online registration to obtain your RMA quickly.

Return Merchandise Authorization (RMA) process:

STEP 1 - Your device is NOT functioning
If your device is not functioning, please contact our call centers via:
1. Chat
2. Phone
3. Email

STEP 2 - Support agent will troubleshoot and determine eligibility of RMA
Our support agent will work with you to troubleshoot the device and determine the eligibility of RMA.

NOTE: Your device must be UNDER WARRANTY in order to qualify for a replacement.

STEP 3 - Register your product
Eligible or not, please register the product with our support agent by providing the following information. Alternatively, you can also register your product using our online registration.

1. Name
2. Email address (required for RMA approval)
3. Phone number
4. Ship to address (No P.O. boxes are accepted)

5. Product part number, color and capacity

6 Date of purchase (required for WARRANTY eligibility)

7. Place of purchase

8. Serial number of product

9. Proof of Purchase (may be required in certain cases)

STEP 4 - Support agent will submit RMA request for approval, if device is qualified for replacement
Our support agent will quickly submit a request for RMA approval after qualifying your device for replacement.

NOTE: Your RMA may be approved immediately, if you have contacted us via phone or chat. Standard RMA approval time is 24-48 business hours.

STEP 5 - Once RMA is approved
Upon approval of your RMA, you will receive 2 emails:
1. Approval information
2. A link to a complimentary UPS label with your return address on it (USA residents only)

If you are an **Australian customer** you will need to deliver or post your defective product to our local depot.

You are responsible for any expenses you may incur in delivering your defective product to our local depot. All other expenses in relation to your approved warranty claim will be covered by SanDisk.

Under the Australian Consumer Law (which applies irrespective of our warranty), you may be entitled to recover some or all of your expenses in making this warranty claim.

NOTE: Steps 6 and 7 are end users/consumers in the United States of America (USA) ONLY.

STEP 6 - Print your UPS label
Please print the UPS label immediately as it expires within 10 days. Only one label is available per RMA.

STEP 7 - Put your device to be replaced in a padded envelope and ship back to us
Upon printing the UPS label, please put your device (WITHOUT accessories, i.e. headphones, cables, CD) in a padded envelope and attach the complimentary UPS label on the envelope. Use the nearest drop-off UPS box for free shipping back to us.

STEP 8 - You will be notified by email
You will be notified by email once we ship your new device along with a UPS tracking number. You can track your package via http://www.ups.com and entering the tracking code.

NOTE: Once SanDisk receives the defective product from you, this process takes approximately 2-3 weeks before you receive your new device.

To check your RMA status
If you know your RMA number, login to check your RMA status