

1. Guarantee Period

The guarantee period for the target product will be one year from the date of purchase or the date of delivery to the location specified by the customer.

2. Guarantee Content

In the event of failure of our products attributable to our responsibility occurring within the guarantee period prescribed above, we will provide alternative products or carry out repairs.

Please note that in the event we provide alternative products or carry out repairs, the starting date of the guarantee period shall continue to remain the date of purchase.

However, the following types of failure, even when occurring within the guarantee period, will not be covered by this quality guarantee.

- (1) Failure caused by handling the product in a manner other than described in our catalogs, website, brochures, instruction manual, user's guide, data sheet, and specifications prescribed separately.
- (2) Failure caused by modifications or repairs carried out by other companies.
- (3) Failure caused by the customer's equipment, handling, installation, and software, etc., namely, failure not attributable to the target product itself.
- (4) Failure caused by using the product in a manner other than for its intended use.
- (5) Failure due to reasons that could not be predicted based on scientific and technological standards before shipment.
- (6) Failure caused by external factors not attributable to our responsibility such as natural disaster and voltage abnormalities, etc.
- (7) Failure that could have been prevented through proper maintenance of the consumable parts described in the instruction manual and user's guide, etc.
- (8) Failure in the event the manufacturing information of the target product such as the product name and lot number, etc. cannot be determined as a result of loss or defacement of the label.

The scope of the guarantee is limited to the above; secondary losses due to failure of the target product (damage to equipment, lost opportunities, lost profits, etc.), installation and replacement costs, and any other damage will not be covered by this quality guarantee.

3. Application

Our products have been designed and manufactured for general industrial applications.

Accordingly, they are not intended for use in applications such as the following which will not be covered by this quality guarantee.

However, these applications shall be possible in the event the customer, after contacting us in advance and confirming the specifications of the product, takes adequate safety measures and uses the product, at their own responsibility, with a margin in relation to ratings and specifications.

In this case, the scope of the guarantee is the same as prescribed above.

- (1) Applications that have a tremendous impact on human life or property
Example: Nuclear power, aviation, space, undersea, rail, ship, vehicle, medical equipment
- (2) Various facilities that run 24 hours a day such as public facilities, etc.
Example: Water, electricity, gas, crime prevention
- (3) Use in environments not prescribed in the specifications
Example: Chemical contamination, excessive electrical interference and radiation, etc.
- (4) Other applications where a high level of safety is required

4. Verification of compatibility

Please consider the following and verify the compatibility of our products with your machinery and equipment at your own responsibility.

- (1) Compatibility with environmental durability (EMC, usage environment), laws and regulations, or standards with which your machinery and equipment should comply.
- (2) Compatibility with the safety and reliability required from your machinery and equipment.

Although we are continually working to improve the quality and reliability of our products, failure of parts and equipment will occur at a general rate.

Please ensure the safe design of your machinery and equipment and ensure our products comply with your safety and reliability standards so that any failure of our products does not result in bodily injury, fire accidents and extensive damage in your facility.

5. Scope of after-sales service

- (1) Technician dispatch: This is not included in the price of our products. Please contact our business partners, nearest sales office, or a technical service center separately.
- (2) Defect analysis: We will, upon request of the customer, provide defect analysis free of charge for a period of five years from the date of purchase or the date of delivery. We can also provide defect analysis for a fee after this five year period; please contact our business partners, nearest sales office, or a technical service center.
- (3) Customer-designated special inspection: A fee will be charged in principle. Please contact our business partners, nearest sales office, or a technical service center separately.