

Temperature Control Equipment Warranty

1. Period

The warranty period of the product is 1 year in service or 1.5 years after the product is delivered, whichever is first.

2. Scope

For any failure reported within the warranty period which is clearly our responsibility, replacement parts will be provided. In that case, removed parts shall become the property of SMC.

This guarantee applies only to our product independently, and not to any other damage incurred due to the failure of the product.

3. Content

1. We guarantee that the product will operate normally if it is installed under maintenance and control in accordance with the Operation Manual, and operated under the conditions specified in the catalog or contracted separately.
2. We guarantee that the product does not have any defects in components, materials or assembly.
3. We guarantee that the product complies with the outline dimensions provided.
4. The following situations are out of scope of this warranty.
 - (1) The product was incorrectly installed or connected with other equipment.
 - (2) The product was under insufficient maintenance and control or incorrectly handled.
 - (3) The product was operated outside of the specifications.
 - (4) The product was modified or altered in construction.
 - (5) The failure was a secondary failure of the product caused by the failure of equipment connected to the product.
 - (6) The failure was caused by a natural disaster such as an earthquake, typhoon, or flood, or by an accident or fire.
 - (7) The failure was caused by operation different from that shown in the Operation Manual or outside of the specifications.
 - (8) The checks and maintenance specified (daily checks and regular checks) were not performed.
 - (9) The failure was caused by the use of circulating fluid or facility water other than those specified.
 - (10) The failure occurred naturally over time (such as discoloration of a painted or plated face).
 - (11) The failure does not affect the functioning of the product (such as new sounds, noises and vibrations).
 - (12) The failure was due to the "Installation Environment" specified in the Operation Manual.
 - (13) The failure was caused by the customer disregarding "6. Request to customers".

4. Agreement

If there is any doubt about anything specified in "2. Scope" and "3. Content", it shall be resolved by agreement between the customer and SMC.

5. Disclaimer

- (1) Expenses for daily and regular checks
- (2) Expenses for repairs performed by other companies
- (3) Expenses for transfer, installation and removal of the product
- (4) Expenses for replacement of parts other than those in this product, or for the supply of liquids
- (5) Inconvenience and loss due to product failure (such as telephone bills, compensation for workplace closure, and commercial losses)
- (6) Expenses and compensation not covered in "2. Scope".

6. Request to customers

Proper use and maintenance are essential to assure safe use of this product. Be sure to satisfy the following preconditions. Please note that we may refuse to carry out warranted repair if these preconditions have been disregarded.

- 1) Use the product following the instructions for handling described in the Operation Manual.
- 2) Perform checks and maintenance (daily checks and regular checks) specified in the Operation Manual and Maintenance Manual.
- 3) Record the check and maintenance results on the daily check sheet attached to the Operation Manual and Maintenance Manual.

7. Request for Warranted Repair

For warranted repair, please contact the supplier you purchased this product from.
Warranted repair shall be on a request basis.

Repair shall be provided free of charge in accordance with the warranty period, preconditions and terms defined above. Therefore, a fee will be charged for any repairs if a failure is detected after the end of the warranty period.