

Mitsubishi Electric UK Automation Systems Division
Product Lifetime Warranty Terms & Conditions

This Mitsubishi Lifetime Warranty is a limited offer available for qualifying products supplied through authorised participating suppliers from 1st January 2005 for the duration of the offer. The period of offer is at Mitsubishi's discretion and is subject in any event to product availability. This Lifetime Warranty is separate from and in addition to Mitsubishi's standard guarantee to Mitsubishi's authorised participating suppliers as outlined in Clause 8 of the standard terms and conditions of sale of Mitsubishi Electric UK. Nothing in this warranty shall be deemed to vary the terms and conditions of sale between Mitsubishi and its authorised participating supplier which shall have priority over this warranty.

This Lifetime Warranty applies to the following products only:

FX Series Products

FX1S Processors
FX1N Processors
FX2N Processors

FR Series Inverters

FR-S500SE -EC Type Variable Speed Drives
FR-E500S -EC Type Variable Speed Drives

All other Mitsubishi products are expressly outside the remit of this warranty offer.

This Lifetime Warranty applies only to qualifying products purchased from Mitsubishi Electric UK's authorised participating suppliers. A full list of Mitsubishi's authorised participating suppliers may be obtained directly from the Automation Systems Division marketing team.

PRECONDITIONS:

- To qualify for the Mitsubishi Lifetime Warranty, all qualifying products must be registered by the completion and return to Mitsubishi Electric UK of the pre-paid registration card and warranty label supplied. The warranty will only valid if the Lifetime Warranty has been registered within 6 months from the date of delivery of the product to the final customer (being the person, firm or company placing the order on the authorised participating supplier, or on a 3rd party supplier who has purchased the product through the authorised participating supplier).
- Mitsubishi shall not be liable for any loss or damage to the registration card or warranty label in the course of postal delivery. Issue of the Mitsubishi certificate of Lifetime Warranty for the product shall stand as acknowledgement of receipt of the customer's application.
- This Lifetime Warranty applies only to a qualifying product installed at a UK mainland site

Warranty Conditions

- 1 "Lifetime Warranty" is deemed to be a period of 10 years from the date of delivery of the qualifying product to the final customer or its system integrator or any sub-contractor or sub-seller to that integrator. (This on the basis of a period of time equivalent to standard operational life expectation of the product, which is a standard 10 year life).
Mitsubishi warrants that the product shall:
 - 1.1 conform to the Mitsubishi specification for the product.
 - 1.2 be free from defects in design, workmanship and materials.
- 2 The commencement of the Lifetime Warranty will be computed from the date of delivery of the qualifying product to the final customer or its system integrator or any sub-contractor or sub-seller to that integrator by Mitsubishi Electric UK or an authorised participating supplier.

3 Exclusions:

- 3.1 Mitsubishi's obligation under this Lifetime Warranty shall not apply to any product or part thereof which has been modified by the customer without Mitsubishi's prior written approval or has not been properly stored, used, maintained or repaired so as to materially affect the product or parts.
 - 3.2 This warranty excludes defects or failures caused by accident, misuse, alteration, neglect, loss of use of the equipment or consequential loss of any nature.
 - 3.3 This warranty covers parts only, and does not extend to customer or end user labour costs. Expendable parts, such as fuses, lamps, batteries and other parts that are regularly replaced due to normal use are also excluded from this warranty.
 - 3.4 In addition the warranty excludes call out charges, transportation costs, cost of routine adjustments and installation charges.
 - 3.5 Mitsubishi shall have no obligations under this warranty unless and until the PRECONDITIONS above have been satisfied.
- 4 The final determination of eligibility for all warranty claims shall be made by Mitsubishi. If a warranty claim is found to be invalid for any reason, the customer will be charged for services performed and expenses incurred by Mitsubishi in repairing, handling and shipping the returned item.
 - 5 Mitsubishi shall have discretion as to the repair or replacement of a qualifying product returned for Lifetime Warranty service. Any replacement or repair within the warranty period will not extend the original period of warranty on that item. Replacement may include issue of new or previously used product at Mitsubishi's discretion and may include a revised or upgraded version of the product provided that the replacement shall conform to the Mitsubishi specification of the replaced product. Mitsubishi shall take title to any replaced product.
 - 6 The provisions of this warranty shall survive the expiration or termination of any agreement between Mitsubishi and the authorised participating supplier.
 - 7 Mitsubishi will replace or repair items covered by Lifetime Warranty free of charge. Items not covered by Lifetime Warranty may be repaired subject to mutual written agreement; any such repairs shall be charged at Mitsubishi's then published repair rates.
 - 8 To claim warranty service, the customer must contact its authorised participating supplier through which the product was originally purchased. The customer must deliver the product to that supplier at the customer's risk and expense.

If this route is unavailable for any reason, please contact the Mitsubishi Electric UK Automation Systems Helpdesk at Hatfield of 01707 278990 for further advice.
 - 9 For the avoidance of doubt, this Lifetime Warranty does not apply to any software products. Software products are subject to the terms of an appropriate software licence between Mitsubishi and the customer as licensee.
 10. No variation to this warranty shall be effective unless given in writing by the Divisional Manager of Mitsubishi Electric UK Automation Systems Division.
 11. This Lifetime Warranty is not assignable or transferable by the original registering customer.