

12. LIMITED WARRANTY AND AFTER-SALES SERVICE

12.1 Warranty

This limited warranty applies to products manufactured by Hitachi Industrial Equipment (Malaysia) Sdn. Bhd. (as HIEM hereinafter).

Warranty period

The warranty period is 12 (twelve) calendar months after the date of the product delivery or 18 (eighteen) calendar months after the date of the product shipping (as indicated by the bill of lading), whichever passes earlier.

Limitation of the warranty

In the warranty period, HIEM will repair the product.

However, this is only applied if it break's down in the correct usage condition, according to Instruction Manual and the notification on the product label.

This Limited Warranty does not extend in the following cases.

- (1) Product over the warranty period.
- (2) Product failed or damaged as a result of misuse or negligence of warnings, cautions, and instructions as indicated on the labels on the product and the Instruction Manual.
- (3) Product failed or damaged as a result of repair or modification by anyone other than HITACHI and an authorized HITACH distributor, who is not professional with the product.
- (4) Product failed or damaged as a result of not using HITACHI genuine parts.
- (5) Product's parts to be periodically replaced or serviced according to the labels on the product and the Instruction Manual.
- (6) Product failed or damaged as a result of fire, earthquake, flood, thunderbolt or any other natural disaster and the use of abnormal power supply voltage (higher or lower than the rated voltage -5% to +10%).
- (7) Product failed or damaged as a result of the use in abnormal environmental conditions as follows:
 - Installation location: Outdoors.
 - Ambient temperature: Lower than 0 degree C or higher than 45 degree C.
 - Ambient humidity: Higher than 90%.
 - Surrounding environment: Inflammable, combustible or explosive gas or dust contained, corrosive gas contained, or metal or cement powder, sand, a ball of dust contained.

HITACHI shall not liable for any indirect or consequential damages caused by the failed product, including any lost production or sales.

Contact your distributor to obtain warranty services if necessary.

12.2 After-sales service

If you have a problem when using the product, read the section 7, "TROUBLESHOOTING," carefully and examine the problem by yourself. If you still cannot find the answer, contact your distributor and declare the following information:

- Model (TYPE)
 - Serial number (MFG. NO.)
 - Total operating hours and delivery date
 - Your problem
 - Customer's operation interruption condition
- } Check the nameplate on the product (👉 see 2.1).