

WARRANTY

Please confirm the following product warranty details before using this product.

1. Gratis Warranty Term and Gratis Warranty Range

If any faults or defects (hereinafter "Failure") found to be the responsibility of Mitsubishi occurs during use of the product within the gratis warranty term, the product shall be repaired at no cost via the sales representative or Mitsubishi Service Company. However, if repairs are required onsite at domestic or overseas location, expenses to send an engineer will be solely at the customer's discretion. Mitsubishi shall not be held responsible for any re-commissioning, maintenance, or testing on-site that involves replacement of the failed module.

[Gratis Warranty Term]

The gratis warranty term of the product shall be for one year after the date of purchase or delivery to a designated place. Note that after manufacture and shipment from Mitsubishi, the maximum distribution period shall be six (6) months, and the longest gratis warranty term after manufacturing shall be eighteen (18) months. The gratis warranty term of repair parts shall not exceed the gratis warranty term before repairs.

[Gratis Warranty Range]

- (1) The range shall be limited to normal use within the usage state, usage methods and usage environment, etc., which follow the conditions and precautions, etc., given in the instruction manual, user's manual and caution labels on the product.
- (2) Even within the gratis warranty term, repairs shall be charged for in the following cases.
 1. Failure occurring from inappropriate storage or handling, carelessness or negligence by the user. Failure caused by the user's hardware or software design.
 2. Failure caused by unapproved modifications, etc., to the product by the user.
 3. When the Mitsubishi product is assembled into a user's device, Failure that could have been avoided if functions or structures, judged as necessary in the legal safety measures the user's device is subject to or as necessary by industry standards, had been provided.
 4. Failure that could have been avoided if consumable parts (battery, backlight, fuse, etc.) designated in the instruction manual had been correctly serviced or replaced.
 5. Relay failure or output contact failure caused by usage beyond the specified life of contact (cycles).
 6. Failure caused by external irresistible forces such as fires or abnormal voltages, and failure caused by force majeure such as earthquakes, lightning, wind and water damage.
 7. Failure caused by reasons unpredictable by scientific technology standards at time of shipment from Mitsubishi.
 8. Any other failure found not to be the responsibility of Mitsubishi or that admitted not to be so by the user.

2. Onerous repair term after discontinuation of production

- (1) Mitsubishi shall accept onerous product repairs for seven (7) years after production of the product is discontinued. Discontinuation of production shall be notified with Mitsubishi Technical Bulletins, etc.
- (2) Product supply (including repair parts) is not available after production is discontinued.

3. Overseas service

Overseas, repairs shall be accepted by Mitsubishi's local overseas FA Center. Note that the repair conditions at each FA Center may differ.

4. Exclusion of loss in opportunity and secondary loss from warranty liability

Regardless of the gratis warranty term, Mitsubishi shall not be liable for compensation to:

- (1) Damages caused by any cause found not to be the responsibility of Mitsubishi.
- (2) Loss in opportunity, lost profits incurred to the user by Failures of Mitsubishi products.
- (3) Special damages and secondary damages whether foreseeable or not, compensation for accidents, and compensation for damages to products other than Mitsubishi products.
- (4) Replacement by the user, maintenance of on-site equipment, start-up test run and other tasks.

5. Changes in product specifications

The specifications given in the catalogs, manuals or technical documents are subject to change without prior notice.

6. Product application

- (1) In using the Mitsubishi MELSEC programmable controller, the usage conditions shall be that the application will not lead to a major accident even if any problem or fault should occur in the programmable controller device, and that backup and fail-safe functions are systematically provided outside of the device for any problem or fault.
- (2) The Mitsubishi programmable controller has been designed and manufactured for applications in general industries, etc. Thus, applications in which the public could be affected such as in nuclear power plants and other power plants operated by respective power companies, and applications in which a special quality assurance system is required, such as for railway companies or public service purposes shall be excluded from the programmable controller applications. In addition, applications in which human life or property that could be greatly affected, such as in aircraft, medical applications, incineration and fuel devices, manned transportation, equipment for recreation and amusement, and safety devices, shall also be excluded from the programmable controller range of applications. However, in certain cases, some applications may be possible, providing the user consults their local Mitsubishi representative outlining the special requirements of the project, and providing that all parties concerned agree to the special circumstances, solely at the user's discretion.
- (3) Mitsubishi shall have no responsibility or liability for any problems involving programmable controller trouble and system trouble caused by DoS attacks, unauthorized access, computer viruses, and other cyberattacks.