

# Warranty

Thank you for purchasing U.R.D. Co., Ltd. products.

When you order our products from this catalog, the following conditions and warranty details will apply, if there are no special provisions.

Please read and acknowledge the following before making your order.

## 1. Warranty Period

The warranty period for delivered products is one year from the time of delivery to the customer.

## 2. Scope of Warranty

In the event of a fault in a U.R.D. Co., Ltd. product attributable to U.R.D. Co., Ltd. during the warranty period, U.R.D. Co., Ltd. shall be liable for exchanging or repairing the faulty product. (Only if used in Japan.)

Please be advised that U.R.D. Co., Ltd. accepts no responsibility for any secondary loss (loss of business revenue, suspension of business, damage to other devices or parts, costs involved in exchange or repair, etc.) arising from a faulty U.R.D. Co., Ltd. product.

In addition, the following circumstances are not covered under the scope of warranty.

- (1) Improper handling or use by the customer. (Dropping, shaking, subjecting to impact, etc.)
- (2) Fault attributable to a product other than a U.R.D. Co. Ltd. product.
- (3) Modification or repair not done by U.R.D. Co. Ltd.
- (4) Other circumstance not attributable to U.R.D. Co. Ltd., such as natural disaster or misfortune.
- (5) Fault could not be foreseen given the technical standards acknowledged at the time the product was shipped.

## 3. Performance Warranty

- (1) Unless otherwise specified in the product specifications, inspection documents, etc., the standard environment for measurements is a normal operating environment, including normal temperatures and humidity levels, and including protection from abnormal shock, vibration, electromagnetic field, etc.
- (2) Conditions of usage (temperature) and storage (temperature) indicate the usage and storage environment in which the product should not break down.
- (3) The products in the catalog must not be used under exposure to outdoor conditions.
- (4) In the {unlikely} event that a failure to meet specifications and applicable standards is confirmed, after confirmation, the product will be promptly taken back, and U.R.D. Co. Ltd. will investigate the product under the company's own liability and handle the matter within the limitations of the scope of the warranty above.

## 4. Note

- (1) When using a U.R.D. product in combination with another manufacturer's products (excluding products specified by the manufacturer) it is the responsibility of the customer to check the relevant specifications, standards, regulations, etc.
- (2) U.R.D. products are designed and manufactured for general purpose devices used in ordinary manufacture. They are not designed or manufactured to be used for purposes demanding high levels of safety and reliability, including medical devices, control equipment in nuclear power facilities, essential utilities (operation control of mass transit systems, etc.), air traffic control, satellites, etc.  
Customers who are considering using these products for such purposes should ensure that they contact the U.R.D sales department beforehand.  
U.R.D. accepts no responsibility for losses, etc. arising from such use.

## 5. Inspection Reports and Other Materials

Inspection reports and other materials are not included when delivering products. If they are necessary, please contact us separately.

## 6. Specification and/or Price Changes

U.R.D. may change specifications, external appearance, or price, etc. without prior notice, due to performance improvement or customer requirements.

## 7. RoHS Compliance

Please direct inquiries about RoHS compliant products to the relevant representative for the model concerned.

## 8. End-of-Life Products (including Scheduled)

Please see the catalog's supplementary pages.

## Address, Hours, etc.

Please address any inquiries to:

### U.R.D. Co., Ltd.

1-1-52 Suehiro-cho, Tsurumi-ku, Yokohama-shi,  
Kanagawa 230-0045

Phone: 0081-(0)45-502-3111 (main) Fax: 0081-(0)45-502-3632

E-mail : [info@u-rd.com](mailto:info@u-rd.com) URL : <http://www.u-rd.com>

Open : Mon.-Fri. 9:00 to 17:30. (Sat. and Sun. and holidays are closed.)