

Requests Regarding Your Order

When you place an order for our products, please be aware that unless otherwise specified, the following terms will be applied. Please review and agree to these terms before placing your order.

1. About Our Products

(1) Intended Use

Our products are intended for use in the following applications:

Office Automation Equipment

Communication Equipment

Audio-Visual Equipment

Home Appliances

Machine Tools

Industrial Robots

If you consider to use the products for applications other than those listed above, or if there is a possibility of use beyond the specified range, or if you are considering to use the delivered products under conditions or environments not specified in our specifications, please consult us in advance and ask to arrange for a separate specification document.

(2) Actual Verification on your equipment

Before using the product, please ensure to verify its performance under actual operating conditions. To prevent any incidents resulting from product failure or product life, such as personal injury, fire, or social damages, please implement safety designs and appropriate maintenance.

(3) Markings

The marking standards for our products follow our internal criteria (acceptable levels include minor chipping, fading, or variations in size that do not affect readability). If you require marking standards different from ours, please ask us to arrange for a separate specification document.

(4) Appearance

The appearance standards for our products follow our internal criteria (minor scratches or chips that do not affect overall performance are acceptable). If you require appearance standards different from ours, please ask us to arrange for a separate specification document.

2. Incoming Inspection

Upon purchase or receipt of the products, please conduct an incoming inspection promptly and ensure appropriate storage conditions.

3. Storage Conditions

Store the products indoors in their original packaging at room temperature and humidity, avoiding direct sunlight and corrosive gases.

Once opened, repackage the products in a sealed plastic bag with appropriate moisture and gas protection measures and store them under the same conditions as above. Please use the products as soon as you can.

Avoid excessive stacking of the products.

4. Operating Environment

Products not specified as waterproof are not designed to be water-resistant. In environments where liquids (water, saltwater, oil, etc.) may splash or spray, please implement protective measures to prevent direct contact with the product.

Avoid using the products in environments exposed to direct sunlight.

Avoid using the products in environments exposed to corrosive gases.

Avoid using the products in locations where continuous vibration or impact occurs.

Use the products within the temperature range specified in the specifications. Additionally, ensure there is no condensation.

Operating temperature = Ambient temperature + Temperature rise due to self-heating + Temperature rise due to radiation from other heat sources.

Unless otherwise specified, the surrounding humidity should be within the range of 35% to 85% RH.

5. Warranty Period

The warranty period for the delivered products is within one year from the date of delivery to the specified location.

6. Warranty Scope

In the unlikely event that a defect or failure due to our responsibility becomes evident within the warranty period, we will provide replacement products or necessary replacement parts. However, the following cases are excluded from this warranty:

[1] Usage under conditions, standards, environments, or handling methods not guaranteed in our catalogs or specification documents.

- [2] Causes of failure or defect that are due to factors other than the delivered products.
- [3] In case that the delivered products are altered, modified, or repaired by parties other than our company after purchase or delivery.
- [4] Usage outside the intended purpose of the product.
- [5] Causes that were unforeseeable at the time of purchase or contract based on the level of science and technology in practical use.
- [6] Cases where damages are caused by specifications, standards, or way of usage that are different from ours and instructed by the purchaser.
- [7] Cases where damage could have been avoided if the equipment used had functions or structures commonly provided in the industry.
- [8] Accidents due to drops or handling failures during transportation after purchase or delivery.
- [9] Any other cases where the cause is not attributable to our company, such as natural disasters (force majeure).

7. Disposal

If the products are used in general household, dispose the products and packing materials following applicable laws, local ordinances, and municipal guidelines. For disposal in business establishments, please comply with the relevant laws, such as entrusting waste disposal to an industrial waste disposal company.

Please note that this warranty only covers the delivered products themselves and does not cover any damages induced by product failure. For investigations related to products outside the warranty period or scope, please inquire separately for the associated charges.