

Chapter 7 Product Warranty

This chapter describes the product warranty and the points to be aware of when using this device.

1. The warranty period of the oscillator and transducer shall be one year from the date of shipment. If failure or damage occurs under normal usage (as described in the instruction manual) within the warranty period, we will replace or repair the product without charge.
2. The following cases shall not be subject to free replacement or repair even if the product is under warranty:
 - A) A mistake in use, an unintended use, damage caused by another product
 - B) Failure or damage due to an external factor (e.g., a drop, an impact, load, and intrusion of liquid or foreign matter) after delivery
 - C) Failure or damage due to a fire, an earthquake, wind and flood damage, other natural disasters, pollution, salt damage, abnormal voltage, etc.
 - D) Failure or damage due to use of the product or implementation of a method under an environment that is not specified in the instruction manual
 - E) When improper repair, disassembly, or alteration is performed (including the case where a change is made to a warranty label or an under-warranty rivet)
 - F) When the product is damaged due to insufficient packing when transported to us
 - G) Consumables such as tip tools (blades and tools), a tool holder, a blade fixing screw, and a fuse
 - H) When we determine that it falls under any of A to G above
3. This product includes life-limited parts as listed below in addition to consumables such as tip tools (blade and tool), a tool holder, a blade fixing screw, and a fuse. Although the life of life-limited parts varies depending on the use frequency, the use environment, and other factors, wear, deterioration, or other damage can progress to an advanced stage. It is recommended to conduct periodic inspection about once every two years to use this product in a stable manner for many years.

[Major life-limited parts and a guide for the replacement timing]

Oscillator	Cooling fan	11 years	Switch	25,000 cycles
	Electrolytic capacitor	7 years	Liquid crystal display	6 years
Transducer	Vibrating parts such as a cone	6 years	Anti-vibration parts such as collars and O-rings	2 years
	Rotary joint	2 years	Transducer connecting cable	2 years
	Connecting stud bolt	2 years	Manual transducer switch	100,000 to 500,000 cycles

Note: The guide for the replacement timing does not guarantee that the parts do not go wrong within the period indicated.

4. Replacement, repair, and inspection are conducted after the product is sent to us no matter whether the product is under warranty. We do not accept requests for on-site replacement, repair, and inspection.
We charge for on-site guidance on the maintenance method, fault identification, and other practical knowledge for this device.
5. Note that the repair and inspection period is normally two weeks to one month after we receive the product. However, it may be changed by arrangement if it is difficult to repair the product within the period depending on the damaged part and the severity of damage. Prepare a backup supply in advance if the repair period is not practicable.
6. For repair not covered under warranty, the round-trip shipping charges and the expenses associated with them shall be borne by you.

7. This product is subject to improvements, modifications, and other changes without prior notice to customers to improve the competitiveness and productivity of the product. For repair of a product already sold, we secure repair parts to address it, but if it becomes difficult, we may propose the substitution of replacement parts, etc.
8. For a custom-designed version of this product (oscillator, transducer, tip tool, etc.), only short-term verification is conducted, and an unexpected problem may occur in long-term operation. Therefore, conduct sufficient verification.
When custom-designed, this product may not be covered under warranty.
9. We may propose maintenance or replacement of parts that are not described in the instruction manual and other documentation if wear or failure occurs due to a reason that was not predictable from the technological levels at the time of shipment from us depending on the customer's use frequency, use environment, etc.
10. This product is intended for use on general industrial equipment.
Contact us in advance if you use the product for equipment that requires especially high quality and reliability and may cause an injury or death accident or serious property or environmental damage due to its failure or malfunction (for example, nuclear power control equipment, aerospace equipment, transport equipment, traffic signal equipment, combustion control equipment, life-support machines, medical equipment, and various safety devices). For use, sufficient verification shall be conducted on the customer's responsibility.
11. If we incur a claim from a third party for damages on the grounds of an infringement of a patent right, an intellectual property right, or other right regarding a manufacturing method or manufacturing equipment using this product, we will not pay compensation for it.
12. The warranty shall not cover customers' opportunity loss, loss of profit, secondary damage, damage to property other than our product, and compensation for replacement work, readjustment of on-site machinery and equipment, and field test work by customers, whatsoever arising from use, or loss of use, of this product regardless of the warranty period and the type of statement of a legal claim.
13. Provide backup and fail-safe functions for equipment and systems so that a serious accident or loss does not occur in the event of failure of this product.
14. Notes
 - Our retention period for repair items is one year from acceptance.
When the retention period is exceeded, we will send the item back to the sender.
 - The maintenance period from product discontinuation is seven years.
However, if parts are difficult to acquire, we may propose the substitution of replacement parts, etc.
 - If it is not possible to acquire parts related to the manufacturing and maintenance of the product or to propose the substitution of replacement parts, etc. because the product has become unusable, the product warranty may be terminated without prior notice even if it is within the maintenance period.
 - The Japanese provisions of the Product Warranty shall govern.
The provisions also apply overseas in the same way, but the provisions translated into a language other than Japanese shall be void in order to avoid incorrect interpretations due to differences in expressions.
In addition, the latest provisions of the product warranty always take precedence.
The latest product warranty can be checked from the website of SONOTEC Co., Ltd.

For inquiries about this device and this manual, comments concerning us and our products, consultation, the latest product warranty, confirmation of after-sales services, etc., or other inquiries, contact us at the following:



www.sonotec.com

3-28-19 Suenaga, Takatsu-ku, Kawasaki City, Kanagawa 213-0013, Japan

TEL +81-44-877-8311 FAX +81-44-877-8312

Opening hours: 9:00 – 12:00, 13:00 – 16:30 (excluding Saturdays, Sundays and holidays)

e-mail contact@sonotec.com

(We will respond on the next business day.)

Note: Before making an inquiry, check and prepare the model number and serial number of both the oscillator and transducer, and the model number of the blade or tool.