



## DISTRIBUTOR/OEM WARRANTY PROCEDURE

To obtain warranty service for a **Hitachi** inverter product, please follow these steps:

1. Please visit our Hitachi Partner Portal at <https://hiesa.my.site.com/ICED/s/login/> to obtain a Return Material Authorization number for defective product claim. Once the product is confirmed to be defective by contacting Hitachi Technical Support person, by phone or eMail, also verify the product is within warranty period. Please provide the Model Number, Manufacturing Number, PO or Invoice number, Installation Date and Failure Date, as well as a description of the failure on the portal for processing.
2. In addition to the RMA number, the web based system will give you instructions as to where to send the defective product. Send the defective unit to the address that will be provided to you, along with any additional information regarding the application or failure.
3. Hitachi's authorized service center will inspect the drive, and verify that the warranty claim is valid, and the portal will provide you with email notifications of each step completed, as well as a report on the failure and disposition.
4. Valid warranty claims will be repaired or replaced (at Hitachi's sole option).
5. If the unit is out of warranty, our service center will contact the person you have designated on the form to discuss the options available regarding repair of the unit. The portal will also show this information.

### HITACHI INVERTER WARRANTY

Hitachi warrants to Buyer that the inverter will be free of liens and encumbrances when shipped to the Buyer, will be free from defects in material and workmanship, and will conform to Hitachi's specifications for a period of **18 months from the date of shipment to the Buyer, or 12 months from the date of installation and start-up, whichever occurs first**, provided that:

- a) Hitachi is promptly notified (within the warranty period) of any warranty claim, and
- b) The goods are returned to Hitachi's Authorized Service Center, freight prepaid, after Buyer has received a return material authorization (RMA) number from Hitachi.
- c) Hitachi's examination of such goods shall disclose to its reasonable satisfaction that the claimed defect was not caused by misuse, static discharge, abuse, neglect, improper handling, improper installation, unauthorized repair, alteration or accident. Modification of the inverter by the Buyer, or at the Buyer's direction, unless specifically authorized in writing by Hitachi shall invalidate the above warranty.

Hitachi's liability under this warranty is limited to repairing, replacing, or issuing a credit in the amount of the unit purchase price, at its election, for any such claim. Any repair or replacement shall not extend the original warranty period.

THIS WARRANTY IS EXTENDED TO THE BUYER ONLY AND IS NOT TRANSFERRABLE TO SUBSEQUENT PURCHASERS OR USERS OF GOODS. THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.