

Warranty Policy

This warranty policy applies only to products with serial numbers and where the invoice address is within the United States and Canada.

This warranty does not apply to products excluded under the section: Conditions of Warranty.

In the event that any product supplied by Minebea-Intec USA Inc. (herein referred to as the Seller) should prove to be defective due to faulty workmanship or materials, the Seller will undertake to repair the product free of charge. If this is not possible, or deemed by us as uneconomic, the Seller will replace the product free of charge. The seller will make the decision as to which action is appropriate.

This undertaking is restricted to 2 years, unless otherwise stated in the table below, and commences from the date of the invoice.

Product	Warranty Period
Industrial Scales	2 years
Electronics and Junction Boxes	2 years
Nito (PR77), Solo (PR40, PR43, PR47, PR57), Tigo (PR76)	2 years
Contego, Inteco, Novego, PR-6201, 6211, 6212, 6202, 6241, 6246, 6251	15 years

In the instance where the carrier has damaged the product during transportation, the warranty will not apply. Documentation of damage must be provided to Seller upon receipt and noted on carrier delivery paperwork.

In all cases the warranty is only applicable to the original purchaser and is not transferable, without prior written consent from the seller.

How to claim

To claim against the warranty please contact Minebea-Intec USA Inc. and have the following information available:

Part number of the product
Serial Number
Customer order number/invoice
Date of purchase
Brief description of the fault

Where appropriate, the seller will try and help resolve the problem over the phone.

Where this is not possible the seller will either send an engineer (a local distributor) to customer site or the seller will ask for the customer to return the product to Minebea Intec USA Inc. for a workshop repair.

Transportation

To ensure safe transportation, products being returned to Minebea Intec USA Inc. must be in the original packaging.

If original packaging is not available please contact us and we will advise on the best way to package the product for safe transportation.

Any damage and subsequent repair costs arising due to inappropriate packaging will not be covered by the warranty.

Conditions of Warranty

The warranty only applies to products supplied directly by Minebea-Intec USA Inc.

Where the product was purchased via an authorized Minebea-Intec Partner please contact that Partner in the first instance.

Demonstration and refurbished equipment supplied is not included in the warranty policy. The warranty on demonstration and refurbished equipment will be advised at the time of purchase and confirmed in writing.

The warranty is invalidated by damage occurring as a consequence of, but not necessarily restricted to, any of the following reasons:

- Use for which the product was not designed or specified.
- Fair wear and tear.
- Misuse, abuse or neglect. This includes failure to read and/or act on any unpacking and installation instructions.
- Connection to an inappropriate or faulty power supply.
- Any modification unless written approval for that modification was received from Minebea-Intec
- The product has previously been repaired or altered by unauthorized or non-Minebea Intec trained service personnel.
- The product has water ingress damage
- The product warranty seals have been tampered with.
- Mechanical shock damage to the weighing system.
- Abuse of the product including but not exclusively damage to cables, drop shocks, water ingress, physical damage to the product surfaces and misuse for not following the manufactures instruction manuals,. Breaking of any seal on the unit unless undertaken by a Minebea-Intec authorized service partner

Irrespective of whether a product is replaced or repaired, the period of warranty remaining will be the balance of the original warranty.

This warranty does not affect your statutory rights in law. Those rights remain protected.