

## WARRANTY PROCEDURE

### If you suspect a failure of your IN-WARRANTY **HITACHI** inverter, please follow these steps:

1. If you have problems with your inverter that you cannot resolve, contact your distributor for assistance. If you are unable to resolve the problem with their help, contact the Hitachi Technical Support Line at (914) 333-2900. **Please DO NOT un-install and/or return the inverter unit until your distributor or Hitachi has been consulted!** It may be possible to resolve the problem while the inverter is still installed at your location. If the problem cannot be resolved by phone, you will be given further instructions.
2. Warranty is administered ONLY through the distributor from which the inverter was originally purchased. Please contact them first for assistance. If purchased directly from Hitachi, then please contact us directly.
3. Fill out the Hitachi **INVERTER WARRANTY FAILURE REPORT** to the best of your ability. This form is available at [www.hitachi-america.us/inverters](http://www.hitachi-america.us/inverters), on the “**Authorized Service Centers**” web page. Please be sure to include accurate contact information so that we can respond to you promptly.
4. FAX or scan and email the completed form to your distributor. They will forward the form to Hitachi America, and give you any other necessary instructions.
5. Hitachi will review the report, then issue a returned material authorization (RMA) number, and provide instructions where to return the unit.
6. Send the defective unit to the address that will be provided to you, along with purchase documentation (P.O. or invoice) showing the purchase date.
7. Be sure to pack the inverter properly for shipment. The original inverter box is NOT intended to be a shipping carton. The inverter should be packaged box-within-box with adequate cushioning to avoid shipping damage.
8. Clearly mark the RMA number on the outside of the packaging and on all shipping documents.
9. Hitachi’s Authorized Service Center will inspect the drive, and verify that the warranty claim is valid.
10. Valid warranty claims will be repaired or replaced (at Hitachi’s sole option).

11. **IMPORTANT!!** If the warranty claim is **denied** (for example, if the unit is out-of-warranty period, is found NOT to be defective, or is found to have been damaged by improper handling, installation or operation) our service center will contact the person you have designated on the form to discuss the options available for repair of the unit. **In this case, the service center will BILL YOU DIRECTLY for the cost of evaluation, and provide an estimate for repair. Should you wish to proceed with repair, this transaction will be directly between you and the Service Center.**
12. Should a replacement unit be required immediately, the customer should issue a purchase order to purchase a new unit. If the returned unit is ultimately deemed to be a valid warranty failure, AND is unsuitable for repair (in Hitachi's sole judgment), a credit may be issue to the purchaser. If the unit is deemed by Hitachi to be repairable, after repair, the unit will be returned to the purchaser, and **no credit will be issued.**

### HITACHI INVERTER WARRANTY

HITACHI Inverter products sold in the USA by Hitachi America, Ltd. carry a limited warranty, as follows:

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, under normal installation and handling conditions, for a period of eighteen (18) months from the date of purchase (invoice date) or twelve (12) months from the date of installation, whichever occurs first. Documentation is required to substantiate the validity of any warranty claim. In the absence of such documentation, the warranty period shall be limited to two (2) years from the date of manufacture ("DATE" on the product nameplate).

The Warranty covers repair or replacement of the inverter, at Hitachi's sole discretion, of ONLY the inverter that was installed and has failed.

This Warranty shall NOT apply in the following cases, even if within the warranty period, and service fees will be charged to the purchaser:

- Malfunction or damage caused by improper operation or installation, or by unauthorized modification or repair.
- Malfunction or damage caused by dropping the product after purchase or during transportation.
- Malfunction or damage caused by fire, earthquake, flood, lightning, or other natural disasters.
- Malfunction or damage caused by abnormal input voltage, contamination, or failure of other connected equipment.

The Warranty covers service at one of the Hitachi America, Ltd. Authorized Service Centers only. The cost to ship the unit to our Service Center is the Purchaser's responsibility. Repaired unit or replacement unit will be shipped to Purchaser at Hitachi America's expense. Service at the Purchaser's site can be arranged upon request, however all expenses associated with field service shall be billed to the Purchaser.

Warranty for inverter products not originally sold by Hitachi America, Ltd. or its authorized North American Distributors and Sales Representatives must be processed through the Hitachi affiliate from which it was originally purchased.

THIS WARRANTY IS EXTENDED TO THE BUYER ONLY AND IS NOT TRANSFERABLE 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.