

Warranty Policy

SHOTO SDA10-4850 & SDA10-48100 (M14 Models)

1. Limited Warranty

This warranty shall only apply to Shoto branded products sold by an approved distributor / reseller or sub-contractor of Shoto.

Shoto warrants that each Product will be free from defects in material and workmanship. The foregoing warranty shall be valid for the period(s) mentioned in the applicable warranty policy and or data sheet for the Products referred to in your sales agreement. If a product fails to operate in accordance with this warranty Shoto will provide a replacement of the failed Product subject to the applicable warranty policy and the limited warranty terms and conditions set out below.

2. Terms & Conditions

- Shoto's warranty flows only to the purchaser. If any Product covered by this warranty is returned by Purchaser in accordance with section 3 and within the applicable warranty period set out in the warranty policy and on examination. Shoto determines to its satisfaction that such Product failed to satisfy this warranty, Shoto will at its option repair or replace the product or defective part thereof. For purposes of clarity, 'repair or replace the product or defective part thereof' does not include any removal or reinstallation activities, costs or expenses, including without limitation, labour costs or expenses.
- If Shoto chooses to replace the Product and it is not able to do so because it has been discontinued or is no longer available. Shoto reserves the right to replace the Product with a comparable Product (which may show small deviations in design and product specification).
- No agent, distributor or dealer is authorized to change, modify or extend the terms of the warranty on behalf of Shoto without prior written consent.
- This warranty only applies when the Product has been properly wired, installed and operated within the electrical values, operating range and environmental conditions provided in the specifications, application guidelines or datasheet accompanying the Products. If a product is found to be defective or not performing in accordance with the product specifications, the purchaser must notify Shoto in writing.
- Shoto will facilitate the technical resolution of problems.
- This warranty does not apply to damage or failure to perform arising as a result of any acts of God or from any abuse, misuse, abnormal use or use in violation of any applicable standard, code or instructions for use, including without limitation, those contained in the latest safety, industry and/or electrical standards relevant to the region(s).
- This warranty shall be void in the event any repairs or alterations, not duly authorized by Shoto in writing, are made to the Product by any person. The original invoice of sale must be presented. Shoto reserves the right to make the final decision on the validity of any warranty claim.
- If requested by Shoto, the non-conforming or defective Product shall become Shoto's property as soon as they have been replaced.

3. Warranty Claims

- Unless confirmed otherwise by SHOTO, a Warranty Period starts on the date of invoice for the Product concerned.
- SHOTO will have no obligations under this Warranty Policy if Buyer is in breach of Buyer's payment obligations under Terms and Conditions.
- In order to be entitled to make a valid claim under warranty, Buyer shall promptly notify Shoto in writing of any alleged defect Product prior to expiration of the Warranty Period for such Product. Further the obligations of SHOTO under this Warranty Policy are subject to the following conditions:
 - Buyer shall keep original proof of purchase for the product available for inspection
 - Buyer shall make claims under this Warranty Policy to SHOTO promptly and no later than thirty (7) days after discovery, and make available to SHOTO adequate records of operating history for the Product, at minimum the following information concerning the Product:
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- Name and/or product code of the Product;
 - Details of the (alleged) defect / non-compliance including the number and percentage of failures, and date – code of failure as applicable;
 - The invoice date, and if performed by authorized representative of SHOTO the installation date of the Product: and
 - Details of the application, location, actual recorded ambient temperatures, cycles completed and system parameters.
- Buyer shall give Shoto's authorized representative, on-site access to the product for which Buyer invokes this Warranty Policy, and on request, send any alleged defect Product to SHOTO for analysis.
 - Buyer shall obtain consent from SHOTO or its authorized representative, on the specifications of any tests it plans to conduct to determine whether a defect exists.
 - Any lawsuit relative to any claims under warranty must be filed within six (6) months of the date of the claim.
 - Any claims that have been brought or filed not in accordance with this section are null and void.
 - The obligations of SHOTO under warranty will be limited, at the option of SHOTO, to within reasonable time, either repair or provide a replacement product for the defect product. Repairs, replacements or remedies will not extend or renew the applicable warranty with a product that has minor deviations in design and/or specifications which do not affect the functionality of the Product.

Buyer shall bear the costs of access for remedial warranty efforts by SHOTO, including (de)-mounting and/or (de)-installation, removal and replacement of systems, structures or other parts of Buyers facility, decontamination and re-installation of (Defect) Products, SHOTO may charge Buyer for the reasonable costs incurred by SHOTO in relation to alleged Defect or returned Product(s) that are found not to be a defect, including reasonable freight, testing and handling costs.

4. No implied or other warranties

- The warranty and remedies contained in this warranty are the only warranties given by SHOTO with respect to Products and are given in lieu of all other warranties of merchantability or fitness for a particular purpose, which warranties are hereby disclaimed.
- These terms and conditions state SHOTO's entire liability and obligation to Purchaser and Purchaser's sole and exclusive remedy in connection with defective or non-conforming Products supplied by SHOTO to Customer, whether or not such damages are based on any warranty not explicitly mentioned in these terms and conditions, tort, contract or any other legal theory, even if SHOTO has been advised or is aware of such defects.

5. Limitations and conditions

- This is a limited warranty, and excludes, among other items, installation, providing access to products, and special and incidental and consequential damages (such as loss of revenue/profits, damage to property or other miscellaneous costs not previously mentioned), and is further defined by the limitations and conditions set forth in the respective warranty policy and these terms and conditions.
- Upon request SHOTO's representatives shall be allowed access to the defective Product, system or application for verification of non-compliance.
- SHOTO cannot be held liable for electrical supply conditions, including supply spikes, over-voltage / under-voltage and ripple current or control systems that are beyond the specified limits of the products
- Unless otherwise agreed by Shoto and Buyer in writing, the obligations under warranty by SHOTO only apply to the Products listed on the data sheets, SHOTO does not provide warranty for any other products, third party products, or any software that is not embedded in or delivered with any products supplied by SHOTO.

SHOTO will have no obligations under this Warranty Policy if the alleged Defect is found to have any of the following:

- Any acts of God and/or Force Majeure events. In the event and conditions, Force Majeure means and includes any circumstances or occurrences beyond the reasonable control of SHOTO – whether or not foreseeable at the time of the agreement – as a result of which SHOTO cannot reasonably be required to execute its obligations including Force Majeure or non-performance by distributors, resellers or subcontractors of SHOTO

- Electrical supply conditions, including supply spikes, over-voltage / under-voltage and ripple current control systems that are beyond the specified limits of the products and those by the relevant / installed electrical supply, and components
- Improper wiring, installation or maintenance of Products.
- Failure to adhere to installation, operating, application, maintenance or environmental instructions or guidelines prescribed by SHOTO or any other document accompanying the Products, or applicable safety, industry and/or electrical standards or code.
- Failure to use the Products for the purposes for which these have been designed.
- Being subject to corrosive environments, excessive wear and tear, lightning, neglect, carelessness, accident, abuse, misuse, improper or abnormal use of the Products.
- Any attempt to repair, alteration, modification not authorized by SHOTO in writing

Note: Others please refer to the specification

Working Ambient temperature: 0~40°C