

Repair and Calibration Service Terms

1. Applicability

These Terms apply to repair and calibration service provided by Hioki E.E. Corporation (“Hioki”) to customers with which it has not entered into a separate contract.

2. Services

Hioki will accept your instrument (the “Serviced Instrument”) via a Hioki distributor. Services to be performed include calibration, calibration with adjustment, and repair (including adjustment and calibration). Hioki can issue calibration documents such as records of results, calibration certificates, traceability system diagrams, and other data describing the standards used.

3. Compensation for Damage

In the event that the Serviced Instrument is lost or damaged due to negligence on the part of Hioki, Hioki will compensate you for that damage based on a consideration of the market value of the Serviced Instrument, duration of use, and extent of damage.

4. Warranty for Repairs

Provided that the Serviced Instrument is used under the conditions specified in its user manual, repairs are covered by a six-month warranty. In the event that the Serviced Instrument exhibits the same malfunction that was repaired due to action by Hioki, Hioki will repair the Serviced Instrument free of charge. Calibration service is not covered by any warranty.

5. Part Replacement

Hioki will retain possession of parts replaced due to damage, failure, or malfunction so that they can be used to improve product quality. Should you require that parts be returned to you, you must indicate this fact when requesting repair or calibration service.

6. Adjustment

If a Serviced Instrument that underwent calibration with adjustment (adjustment and calibration) becomes inaccurate within guaranteed accuracy period after adjustment, Hioki will readjust the instrument free of charge. Please note it is not possible to adjust certain instruments so that they yield nominal values for all ranges due to the design and architecture of their circuitry. Calibration service is not covered by any warranty.

7. Updating of Built-in Software

When you request repair and/or calibration service, Hioki may update the Serviced Instrument’s software to the

most recent version. For more information about software versions and updates, see “Home > Technical Support > Drivers, Firmware” or “Home > Important Announcements” on the Hioki website. Hioki may update the Serviced Instrument’s software without notifying you of this fact unless doing so would affect calibrated values.

The nature of any work carried out by Hioki will be reported on the Work Report, and Hioki will assess your preferences concerning work to be performed based on the information you provide on the Repair/Calibration Request Form.

8. Accessories

Hioki will verify the proper operation of electrically connected accessories (measurement cables, etc.), for example to check for wiring breaks. Other accessories (for example, user manuals) will not be checked. Additionally, Hioki will check whether all accessories have been provided.

9. Shipment

To prevent damage during shipment, please protect your instrument by packaging it in a large, double-walled packing box surrounded with plenty of cushioning material. If you are shipping it yourself, insure it during shipment as necessary.

10. Disclaimer

Please back up data stored on the Serviced Instrument, including internal settings, on external media so that you can restore it later. Hioki is not liable for the deletion of this data.

11. Handling Fees

If the customer, at his own convenience, chooses to suspend repair or calibration service after the product is received at HIOKI and requests that it be returned unrepaired or uncalibrated, a processing and handling fee will be charged.

Disconnect any cords or cables from the Serviced Instrument’s input terminals, jacks, and other connectors prior to shipment. If the Serviced Instrument is received with cords or cables attached, they will be disconnected before adjustment and testing. In this case, you are responsible for reconnecting them after the Serviced Instrument has been returned to you.