

Application Form

Control no. _____

DoR:

By signing below, Customer agrees to be legally bound by all the contents of this Application Form and the Terms and Conditions of the following service as attached hereto. Customer completes the following SECTIONS 1 to 4 and submits this Application Form, directly or via a service dealer, to DENSO WAVE INCORPORATED for the application of the service.

Service Name: Low Dew Point Warranty Service

SECTION 1. Customer

Company name			
Address			
Signature	By		
	Name		
	Title		
	Date		
TEL		E-Mail	

Other Contact Details (Please fill in if different from the above.)

Person in charge		Dept.	
TEL		E-Mail	

SECTION 2. Billing Information

(Please fill in if different from SECTION 1 above. i.e. service dealer's information)

Company name			
Address			
Person in charge		Dept.	
TEL		E-Mail	

SECTION 3. Installation Environment

Indoor dew point temperature		Indoor temperature	
	°C		°C
Cleanliness class	ISO Class	Work-in-process	

Control no. _____

SECTION 4. Applicable robot model, Serial No.

No.	Robot model	Serial No.
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		

Terms and Conditions

DENSO WAVE INCORPORATED (“DNWA”) hereby makes the contractual arrangements (the “**Terms and Conditions**”) to provide the “**Low Dew Point Warranty Service**” (the “**Service**”) which is specifically applicable to the Denso-branded industrial robots and robot controllers (collectively the “**Product**”) the customer (“**Customer**”) has purchased. Customer shall read the Terms and Conditions carefully and order the Service for the smooth implementation of the Service.

Description of the Service

If any component of the Product fails due to failure arising directly as a result of the use of the Product under the installation environment as agreed upon in SECTION 3 of the Application Form hereto, and such failure has been confirmed by DNWA or a service dealer designated by DNWA upon receipt of Customer’s notice, DNWA will repair the Product free of charge (“**Warranty repair**”) hereunder.

Warranty repair shall be performed either by the replacement of defective components and/or the repair. Warranty repair includes reporting on failure sites of the Product and components necessary for the replacement, but does not include analysis of the cause of failure.

In Warranty repair, DNWA will bear the costs associated with the followings:

- Cost of components to be replaced;
- Other Consumable items necessary for repair; and
- Labor

Any costs and/or expenses other than those listed above (travelling costs for DNWA’s service staff, shipping costs for return of the repaired Products back to Customer etc.) shall be borne by Customer.

Warranty Period

Warranty period shall be a period of 24 months from the initial shipment of the Product, provided, however, that even within the said period, the warranty shall be limited for a period of 18 months from the commencement of use, or up to 6,000 hours of operation (running) time, whichever comes earlier.

In the event Warranty period hereunder has lapsed, repair services may be offered at the usual and customary rates.

Exclusions

Except to the extent expressly covered under the Terms and Conditions, the exclusions provided under the product warranty (“**Product Warranty**”) shall apply. (For more details, please refer to the product manuals.)

Application of the Product Warranty

Items not expressly covered under the Terms and Conditions shall be governed by the Product Warranty mutatis mutandis. (For more details, please refer to the product manuals.)

Cancellation

Customer may not prematurely cancel the Service under any circumstances, and DNWA is not obliged to refund the service charge to Customer.

Disclaimer

CUSTOMER SHALL ACKNOWLEDGE AND CONFIRM THAT THE SERVICE IS ONLY AN ADDITIONAL SERVICE TO THE PRODUCT WARRANTY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, DNWA SHALL NOT BE LIABLE TO CUSTOMER FOR ANY INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR COINCIDENTAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFIT OR LOSS OF PRODUCTION), LIFE OR PHYSICAL DAMAGE AND/OR PROPERTY DAMAGE OTHER THAN THE PRODUCT ITSELF ARISING OUT OF ANY FAILURE AND/OR DETERIORATION OF THE PRODUCT DIRECTLY CAUSED BY THE USE OF THE PRODUCT IN THE AGREED INSTALLATION ENVIRONMENT. IN NO EVENT DNWA’S AGGREGATE LIABILITY TO CUSTOMER HEREUNDER SHALL EXCEED THE SERVICE CHARGE CUSTOMER HAS PAID FOR THE SERVICE.

Form path : DNWA sales office [issue]→Customer→Dealer→DNWA sales office→LCS dept.→Sales office
→ Customer [copy]