

Nuintek Co., Ltd., (hereinafter referred to as the "Vendor") warrants, that the products supplied are using the strictest ISO9001 standards with clear guidelines of material selection, are of good quality and free from manufacturing defects as long as it is in accordance with the warranty requirement.

Warranty Requirements:

- The warranty period is 15 months from the date of delivery or 12 months from the date of energization and operation, whichever occurs first.
- This warranty applies solely to products and devices that have been correctly installed according to our installation guides and have been used under standard operating conditions. During the warranty period, the Vendor shall, at its option, repair or replace without charge a defective unit, provided it is returned to the vendor and our inspection determines it to be defective under the terms of the warranty.
- The product units are installed in accordance with the specified minimum and maximum ambient temperatures as outlined in the specifications.
- The installation of the capacitor unit adheres to the maximum permissible overloads (over currents and over voltages), as outlined in the IEC 60831- Applies to self-healing capacitors for use in AC systems with rated voltage up to 1000V and IEC 60871- Applies to capacitors used in AC systems with rated voltage above 1000V.
- The capacitor units are installed with appropriate NUINTEK harmonic filtering reactors (either detuned or tuned) if harmonics are detected within the network. The presence of harmonics should not surpass the limits specified in the UK recommendations G5/4 or IEEE519. Upon commissioning, the customer is required to provide two sets of harmonic analyses to confirm the total harmonic distortion for both voltage and current under full load conditions, at the PCC and within the capacitor bank. The presence of excessive harmonics will nullify the warranty.
- Nuintek harmonic tolerance recommendation: THDu (Voltage Total Harmonic Distortion) Sum of voltage harmonics MAX 3% and THDi (Current Total Harmonic Distortion) Sum of current harmonics MAX 10%
- The installation of the capacitor units is void of resonance and transient complications that may arise from other capacitor banks or loads within the system.
- A properly filled in Field Service Report (FSR) is necessary to substantiate every claim.

Repair or replacement, as stated above, shall constitute the Client's exclusive warranty, which does not extend to transportation, installation, labour or any other ancillary charges associated to re-installation, nor does it apply to any equipment of another manufacturer used in conjunction with the device.

This warranty excludes failures or defects resulting from accident, abuse, water condensation, flood, storm, any other force majeure event such as operation with incorrect power supply, site-harmonics or current resonance, loose termination resulting from bad contact in screw-less terminals and from failure to abide by installation guides and clearances.

This warranty is void if the product is not used for the purpose in which it was designed

Quality Policy

In order to make a warranty claim, the Client must:

- Please inform NUINTEK within 14 days upon discovering any defects and provide the serial number of the unit.
- Provide proof of purchase i.e. an official invoice affirming that the Client is the rightful title holder of the asset. • Upon receipt of that notice, the vendor may promptly require the Client to return the defective product to the vendor, or its authorized service distribution at Client's own costs.
- In the event where customer could not return the defective unit back to NUINTEK, please provide a clear picture of defective unit serial number for verification purposes.

If the root cause can be identified from the photo, it is required to provide a video showing the disposal of the capacitor as evidence before a replacement can be issued. Failure to provide such evidence will result in NO REPLACEMENT being provided.

- Please furnish us with a Field Service Report (FSR) for our assessment of the site condition and compliance with the Warranty Requirements. Failure to provide both the Field Service Report (FSR) and the defective unit will impede our ability to proceed with the claim process and this claim will be rendered invalid.

In no event, shall the vendor be liable for incidental, compensatory, consequential, indirect or other special damages or other damages. The vendor's aggregate liability with respect to a defective product shall in any event be limited to the monies paid to the vendor for that defective product.