

# **SynQuacer E-series Product Warranty /Warranty Provisions**

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Socionext Inc.

Update history

Date	Version	Revisions
'18/Feb/22nd	1.0	Newly created
'18/Aug/01st	1.1	Amended errors

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## Product Warranty

The Product Warranty defines the warranty provisions, which includes the company's warranty period. These provisions are indicated on the warranty certificate. The warranty certificate is included with the product.

### 1. Outline of the Product Warranty

Repairs to the product will be provided free of charge within the product warranty period set forth in the warranty provisions.

An outline of the warranty provisions is provided below. For further details on the free repair terms, product warranty period, and the like, refer to your warranty certificate.

Product warranty period	6 months Please fill out required items in the following URL for making customer registration within 30 days of product shipment. URL: <a href="http://www.socionext.com/en/">http://www.socionext.com/en/</a> → [Contact Us] → [Inquiry Form]  For "Inquiries about our products", please describe as below; < Inquiries about our products > Product Category: please select "General-purpose Processors" Inquiry Category: please select "Others" Subject: please describe as "SynQuacer E-series customer registration" Deadline for response: please set next working day Description: please describe "Serial Number" which is 10 digit alphanumeric start from "B2", written in label which is pasted on outer box  The product warranty will be void if customer registration is not completed. Moreover, note that customer registration will not be possible after 30 days of product shipment.										
Warranty provisions	Warranty Provisions (attached)										
Repair method	Repair through the delivery of a replacement component										
Applicable components	<table border="0" style="width: 100%;"> <tr> <td>Motherboard</td> <td>MZSC2AM</td> </tr> <tr> <td>Graphics card</td> <td>GT710-SL-1GD5</td> </tr> <tr> <td>Hard disk</td> <td>WD10EZEX</td> </tr> <tr> <td>Memory</td> <td>CT4G4DFS824A</td> </tr> <tr> <td>Chassis (including the power supply)</td> <td>BK623</td> </tr> </table>	Motherboard	MZSC2AM	Graphics card	GT710-SL-1GD5	Hard disk	WD10EZEX	Memory	CT4G4DFS824A	Chassis (including the power supply)	BK623
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Graphics card	GT710-SL-1GD5										
Hard disk	WD10EZEX										
Memory	CT4G4DFS824A										
Chassis (including the power supply)	BK623										

### 2. Repairs during the Warranty Period

Repairs during the warranty period

Repairs are provided through the delivery of a replacement component.

- |  |  |
|--|--|
| (1) Repair request                                     | To make a repair request, contact our customer support using the relevant Webpage.   |
| (2) Identification of the broken component             | The replacement component will be verified.  |
| (3) Delivery instruction for the replacement component | The delivery of the replacement component will be arranged.  |
| (4) Delivery of the replacement component              | The replacement component will be delivered by a commercial carrier. Please make arrangements to receive it.   |
| (5) Component replacement by the customer              | Please replace the component.  |
| (6) Returning of the broken component                  | The broken component will be collected within 20 days of your receiving the replacement component. The transportation cost will be borne by Socionext Inc. |

### 3. Support after the Warranty Period

For six months after the expiration of the warranty period, the support mentioned in article 2 above will be provided for a fee.

An estimate will be provided upon receiving a repair request.

If the support provided for a fee period expires, Please note that the support will be terminated.

## Warranty Provisions

1. The warranty period of this product is six months from when the customer registers the product (free support). For six months after the expiration of the warranty period, support equivalent to that during the warranty period will be provided for a fee.
2. If the product malfunctions during the warranty period when the product is used under normal conditions and according to the notes provided in the instruction manual, device label, and the like, Socionext will repair the product free of charge or for a fee according to these provisions. For repairs, the customer shall contact the customer support indicated below. The customer support will inquire about the malfunction, usage conditions, and the like to briefly isolate and diagnose the problem. If the customer support determines that a repair is necessary, it will be provided in the following manner. A replacement for the broken component will be sent to the address specified by the customer. The customer shall replace the component. The component that is removed must be returned to the address specified by Socionext within 20 days of the customer receiving the replacement component. Note that if the component is not returned, Socionext may ask the customer to bear the cost of the component. Details of the components that can be replaced by the customer will be announced through the Socionext Website or on the separate sheet titled "Product Warranty" or the like. The customer support for repairs and the reception hours are as follows:  
[Customer supports] Requests for repairs based on this warranty are accepted only by email at the following customer support.  
URL : <http://www.socionext.com/en/> → [Contact US] → [Inquiry Form]
3. Even during the warranty period, the cost of the component must be paid in the following cases:
  - 1) The customer is registered through the method indicated in the Product Warranty, but the serial number of the replacement component is not the same as the registered serial number.
  - 2) The information in the customer registration is different from the actual facts.
  - 3) The malfunction or damage is due to the product being used incorrectly, being repaired or modified inappropriately, being connected or inserted incorrectly, or being used with an inappropriate power supply.
  - 4) The malfunction or damage is due to fire, earthquake, wind, flood, lightning, or other acts of God, terrorism, riots, pollution, salt damage, gas damage (e.g., sulfuric gas), or abnormal voltage.
  - 5) Replacement of a cooling fan, battery, or the like (hereafter referred to as a consumable) or a component for which Socionext determines the support life has been reached.
  - 6) The malfunction or damage is due to a connection to another device or the use of an inappropriate consumable or medium.
  - 7) The corrective action can be performed by the customer through a free support (including downloading a driver, firmware, or BIOS update from the Website) for updating the drivers, firmware, BIOS, or the like of the product.
  - 8) The malfunction or damage is due to improper handling of the product after the customer receives the product. This includes transporting, moving, and dropping the product after purchase.
  - 9) The malfunction or damage is due to the environment that the product is used in or how the product is maintained and managed (e.g., damage caused by the intrusion of dust, rust, mold, bugs, or small animals).
4. The scope of this warranty certificate is as stated on the separate sheet titled "Product Warranty".

5. The terms and conditions for this warranty to apply are as follows:
  - 1) The customer provides the necessary cooperation in order for Socionext to provide the warranty services.
  - 2) Socionext is allowed to commission a third party to provide all or a part of the warranty services.
  - 3) Socionext provides no guarantee for any data, programs, license information, and settings stored in the product's storage devices (e.g., hard disk) or hardware and will not be held responsible for any loss, damage, alteration, and the like of the said data. It is the responsibility of the customer to back up such data when requesting repairs. (We recommend that data be backed up on a regular basis.) Note that depending on the nature of the repair, the hard disk may need to be formatted or the data may need to be deleted.
  - 4) The customer will reinstall or set up the OS and other programs if such tasks are necessary after the repair.
  - 5) Before requesting repairs, the customer will remove any labels or the like that have been attached by the customer.  
In addition, any painting, engraving, or the like applied by the customer will not be restored to its original state.
  - 6) Socionext will not lend an alternative device during the repair period. Socionext will not be held accountable for compensation or the like for any loss incurred due to the unavailability of the applicable device during the repair period, with the exception of the responsibilities defined in these provisions.
  - 7) The replacement component used for repair (including a reusable component) will be equivalent in function and performance to the component being replaced, and the replacement component will inherit the terms of the warranty service for the removed component. Note that the ownership of the component removed from the product for repairs belongs to Socionext.
  - 8) Situations falling under any of the following items will be excluded from repair.
    - a. Repairing a malfunction caused by the customer processing or altering the standard components installed at the time the product was shipped or using a component other than the standard components installed at the time the product was shipped.
    - b. Repairing a malfunction caused by removing a virus or due to a virus infection.
    - c. Backup or restoration of data programs and settings stored in the product's storage device (e.g., hard disk).
6. Changes to these provisions: Socionext may change the content of these provisions without prior notice to or consent by the customer. If changes are made, the terms and conditions of this warranty will be as stated in the new provisions. The provisions after the change will be announced through the Socionext Website or the like.
7. Jurisdiction: Tokyo District Court will have exclusive jurisdiction in any first trial over all disputes regarding this warranty between the customer and Socionext.
8. Product registration can be performed only once at the time of purchase. Please take note of the registration information.

Note: These warranty provisions do not limit the customer's legal rights.