

10-Year warranty on SMP Products

The SMP SG-4260 automation platform, the SMP IO-2230 distributed I/O platform, the SMP SC-2200 computing platform as well as the SMP IO-2230 systems used for the RTU upgrade solutions are designed to operate without any maintenance for their entire lifetime, when used under normal conditions. They come with a 10-year limited warranty, the terms of which are described below.

Description

1. For the SMP SG-4260, SMP IO-2230 and SMP SC-2200 platforms and accessories as well as the SMP IO-2230 systems, the warranty will expire ten (10) years after delivery.
2. Warranty for SSD disk(s) in SMP SG-4260 and SMP SC-2200 platforms is described as follow: SLC – 5 Years, iMLC - 5 Years and MLC - 3 Years.
3. During the warranty period, Cooper Industries (Electrical) shall correct, repair or replace faulty or unusable items, rapidly and free of charge. Cooper Industries (Electrical) may also opt for circumventions or palliative solutions provided it can obtain identical or superior performance.
4. Repairs made during the warranty period in no way modify the terms or duration of the warranty.
5. This warranty is considered null unless accompanied by a packing slip or a provisional acceptance receipt from the client, certifying the date on which the warranty came into effect.

Restrictions

The warranty does not cover the following situations:

1. The hardware or software under warranty is accidentally and/or intentionally damaged, or installed and used in a manner inconsistent with the Cooper Industries (Electrical) specific instructions.
2. The hardware or software has been modified or repaired by personnel not authorized to do so by Cooper Industries (Electrical).
3. The hardware or software has been modified without the express authorization of Cooper Industries (Electrical).
4. The warranty does not cover normal wear and tear.

Clauses

1. Before requesting any repairs or corrections, the client must contact the person responsible at Cooper Industries (Electrical) and give a detailed description of the problem. Cooper Industries (Electrical) shall complete a "TR" (Trouble Report) and issue an "RMA" (Return of Merchandize Authorization) number, if required. Parts must be returned by courier or mail, appropriately packaged, or deposited directly at the Cooper Industries (Electrical) offices. The RMA number must appear on the packing slip.
2. Cooper Industries (Electrical) shall correct, repair or replace all faulty items, complete the Trouble Report form and return the parts, or a copy of the software, to the client with a copy of the Trouble Report duly filled out.
3. Freight cost to return unit for repair (RMA) are paid by the requester. Cooper Industries (Electrical) will pay freight cost to return material.

Limitations

1. In no way shall Cooper Industries (Electrical) be liable for any breakdown, malfunction, or direct or indirect loss or damage resulting from utilization of the hardware or software.
2. In no way shall Cooper Industries (Electrical) be liable for any unlawful or fraudulent acts committed by its personnel.
3. In no way shall Cooper Industries (Electrical) be held liable if aiding, installation or maintenance services are rendered impossible by Force Majeure, an Act of God or any other event which cannot be avoided, notwithstanding reasonable care by Cooper Industries (Electrical).
4. Replacement of parts shall depend on whether the components are in stock. In no way shall Cooper Industries (Electrical) be held liable for direct or indirect damage resulting from delays in obtaining replacement parts.

Getting assistance

If you have any question regarding the performance, application or testing of any component of the product, please do not hesitate to contact us.

Technical Support

Eaton, Energy Automation Solutions

Email for technical assistance:	eas-support@eaton.com
Phone (English support only):	1.800.815.2258
Phone (English and French support):	1.877.834.0009

Business hours are from 8 a.m. and 5 p.m. CST, Monday to Friday.