

**How  
Tough  
Does A  
Sensor  
Have To  
Be?**

# No Matter How Tough Your Electronic Sensor Has to Be, If It's a Namco, It's Covered by a Lifetime Replacement Program

## **A Lifetime Product Replacement Program That Makes Sense**

All Namco self-contained, fully solid state proximity sensors and photoelectric switches are covered by a "lifetime" replacement program. Both our standard as well as our Weld Field Immune products are included.

Namco had the very first lifetime warranty for sensor users back in 1987. This program was originally offered to very large users of our Weld Field Immune sensors.

We have such confidence in our products, that this same protection has now been extended to all users of our non-contact, fully electronic sensors.

And, all that's required is the registration of your facility every three (3) years, not individual registration of each sensor you purchase.

## **The Namco Pledge**

All Namco self-contained, fully encapsulated, solid state proximity and photoelectric sensors, and device network products that have been specified by a Registered User and that have been applied and used within those products' specifications and ratings will have the warranty of specified products supplied on the Program equipment extended from one (1) year to The Life of the Equipment. "Life" is as long as that equipment remains at the original installation site and continues to produce the product for which it was originally installed.

See Conditions of Sale paragraph 7, "Warranty Limitations and Exclusions," for limitations of warranty.

Electronic sensors require no periodic maintenance, other than maintaining mounting and interconnections. Sensors must be used within their stated ratings. See I&O sheet packaged with each sensor.



# Official Lifetime Replacement Program Registration

- 1) Read carefully the Lifetime Replacement Program details on page 19.
- 2) Fill-in this Registration Form completely. All questions must be answered to qualify.
- 3) Fax this page to Namco.
- 4) That's all that is required for your facility to become registered for a 3-year period. Renewal forms will be mailed automatically after 3 years.

## Please Print or Type

Date \_\_\_\_\_

End User  
Company/Corporation \_\_\_\_\_

Division/Subsidiary \_\_\_\_\_

Plant/Department \_\_\_\_\_

Your Name \_\_\_\_\_

Title \_\_\_\_\_

Phone \_\_\_\_\_

### Mailing Address:

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### Shipping Address:

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

List the individual responsible for the following functions at your Plant/Department.

Engineering \_\_\_\_\_

Maintenance \_\_\_\_\_

Procurement \_\_\_\_\_

Manufacturing \_\_\_\_\_

What is the product and/or service produced at your facility? \_\_\_\_\_

Does your facility have a plant specification for sensors?

Yes       No

Is Namco       preferred       approved       used

Method used to approve new sensors: \_\_\_\_\_

Who at your facility decides what sensors will be used? \_\_\_\_\_

Namco Sensors in use at this plant/facility:

- ET Series Proximity Sensors
- EE Series WFI Proximity Sensors
- PB Series ProxBlox Sensor Wiring Systems
- ER Series HMD's, Flow Sensors, Long Range Prox
- EP Series Photoelectric Sensors
- Other \_\_\_\_\_

Signed \_\_\_\_\_

# Lifetime Replacement Program Conditions

## I. Conditions of Sale

For Conditions of Sale see page 313 of this catalog.

## II. General Conditions for Warrantee

**WARRANTIES; LIMITATIONS AND EXCLUSIONS.** Seller warrants products manufactured by it to be free from defects in materials and workmanship for a period of one (1) year from date of shipment to purchaser. If within this period any such products shall be proved to Seller's reasonable satisfaction to be so defective, they shall be repaired or replaced at Seller's option. This warranty shall not apply to, (a) products not manufactured by Seller, (b) products which shall have been repaired or altered by others than Seller so as, in its judgment, to affect same adversely, (c) products which shall have been subjected to negligence, accident or damage by circumstances beyond Seller's control, or to improper operation, maintenance or storage, or to other than normal use or service with respect to products not manufactured by Seller, the warranty obligations of Seller shall conform to the warranty actually extended to Seller by its suppliers subject to the limitations and exclusions hereafter stated. The foregoing warranties do not cover reimbursement for transportation, removal, installation, or other expenses which may be incurred in connection with repair or replacement.

Except as may be expressly provided in the authorized writing by Seller, Seller shall not be subject to any other obligations or liabilities whatsoever with respect to products manufactured by Seller or services rendered by Seller.

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES EXCEPT WARRANTIES OF TITLE, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Anything to the contrary herein contained notwithstanding, SELLER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, CONTINGENT OR INCIDENTAL DAMAGES WHATSOEVER.

## III. Lifetime Replacement Program

- A. All Namco self-contained fully encapsulated solid state proximity sensors, photoelectric sensors and sensor network products that have been specified by a Registered End User and that have been applied and used within the product's stated specifications and ratings, will have the warranty of specified products, installed in the End User's facility, extended from one (1) year to the Life of the Equipment on which specified products are originally installed.
- B. **Life** - "Life" is as long as the equipment on which specified products are originally installed remains at the original installation site and continues to produce the End User product for which that equipment was originally installed.
- C. **Covered Products** - All inductive and capacitive proximity sensors, photoelectric sensors, and sensor network products that are totally solid state, and that have been applied and used within the products' stated specifications and ratings and that have a production date code of 1987 or later (1995 or later for sensor network products) are included. Specifications and ratings are listed on I/O sheet, packaged with each sensor.
- D. **Excluded Products** - All products not specifically covered in paragraph III, C, including but not limited to mechanical switches, control modules, and sensors that include mechanical relays are not covered by this program. Also excluded are products that have been applied and/or used outside their specifications and ratings, and products that have been damaged in use. This Program also excludes coverage of the functional content and performance of embedded software ("firmware"), or its compatibility with software-based products from other manufacturers.
- E. **Damaged Products Excluded** - Products damaged due to physical impact, exposed to environmental conditions outside stated ratings, subjected to loads and power sources outside

stated ratings, subjected to continuous or excessive vibration and movement of the sensor or connecting cable, and any other damage caused in the application and use, are specifically excluded from coverage.

- F. **Determination of Cause** - Any product(s) returned to Namco for repair or replacement under this program will be subjected to inspection and test at Namco's facility. Determination of cause for any loss of function of returned products will be at Namco's sole discretion.
- G. **Method of Registration** - Complete and return to Namco the postage paid Lifetime Replacement Program Registration form, publication SD/HT. All information requested must be provided. Registration is on a facility by facility basis. Large, multi-plant facilities must have each plant registered separately. Registration will last for three (3) years. A renewal registration form will be mailed automatically in January or July prior to third year anniversary and if returned within 30 days coverage will be renewed for the next three (3) years without interruption.
- H. **Return of Products** - To return products covered under this program contact Namco Controls Customer Service Department (216) 460-1360 FAX (216) 460-3800 and request an RGA (Return Goods Authorization) or contact your local Namco Representative. Package products securely to prevent damage in shipment including the RGA packing slip and follow instructions on RGA form.  
Returned products will be processed generally within two (2) weeks following receipt by Namco. Returned products will be repaired or replaced if covered under this program. Products that are found to meet stated specifications and/or damaged and Excluded Products will be returned to the End User.
- I. **Method of Replacement** - Any returned product covered under this program will be replaced free of charge with an equal or equivalent sensor. Namco reserves the right to make replacement with the latest design for the returned product or to substitute any equivalent function sensor in case of non-availability or obsolescence of the exact model and type being returned.

## IV. Application Assistance

Namco Sales Representatives are available to assist with the application and selection of Namco products. Additional assistance is available by calling the Namco Application Hotline: 1-800-NAMTECH

Refer to Installation and Operation Sheet(s) packaged with each unit for specifications and ratings. Follow all recommended procedures for installation.

### WARNING

A SWITCH IN A PROTECTIVE INTERLOCKING CIRCUIT SHOULD BE USED WITH AT LEAST ONE OTHER DEVICE THAT WILL PROVIDE A REDUNDANT PROTECTIVE FUNCTION, AND THE CIRCUIT SHOULD BE SO ARRANGED THAT EITHER DEVICE WILL INTERRUPT THE INTENDED OPERATION OF THE CONTROLLED EQUIPMENT.

SERVICING ENERGIZED INDUSTRIAL CONTROL EQUIPMENT CAN BE HAZARDOUS, SEVERE INJURY OR DEATH CAN RESULT FROM ELECTRICAL SHOCK, BURN OR UNINTENDED ACTUATION OF CONTROLLED EQUIPMENT.

RECOMMENDED PRACTICE IS TO DISCONNECT AND LOCK OUT CONTROL EQUIPMENT FROM POWER SOURCES, AND DISCHARGE STORED ENERGY TO CAPACITORS, IF PRESENT. IF IT IS NECESSARY TO WORK IN THE VICINITY OF ENERGIZED EQUIPMENT, ONLY QUALIFIED PERSONNEL SHOULD BE PERMITTED TO PERFORM SUCH WORK, USING ALL APPLICABLE SAFETY PRACTICES AND PROTECTIVE EQUIPMENT.

Refer to NFPA 70B, RECOMMENDED PRACTICE FOR ELECTRICAL EQUIPMENT MAINTENANCE, published by the National Fire Protection Association, for additional information.