

OPTIMA STEAMER™ Limited Warranty

SJE Corporation Ltd. hereby warrants that new Optima Steamers purchased directly from SJE Corporation Ltd., headquartered in Busan, South Korea will be free from defects in material and workmanship for the period of time stated below, subject to certain limitations.

OUR WARRANTY POLICY

This warranty is not transferable and covers replacement parts only. This warranty does not cover any consequential damages or business loss.

THE PERIOD OF WARRANTY

The warranty on your Optima Steamer is twelve(12) months(6months for authorized distributors) from the date of purchase by the original owner against defects in material and workmanship.

GENERAL EXCLUSIONS

General exclusions from this warranty shall include any failures caused by:

- a. Installation of parts, attachments or accessories that are not original to the unit or genuine Optima Steamer parts. (i.e. external aftermarket attachments such as exhaust duct extension)
- b. Abnormal strain, neglect, or abuse.
- c. Lack of proper maintenance.
- d. Accident or collision damage.
- e. Changing or altering factory settings without consulting with an authorized technician.
- f. Damage or malfunctions resulting from natural calamity, freezing, theft, accident, vandalism, abuse due to misapplication and/or improper site conditions.
- g. Water damage
- h. Electrical damage from including, but not limited to improper use of extension cords, failure to meet proper voltage requirements, incorrect or insufficient amperage circuit.
- i. Insufficient unobstructed distance on exhaust

Items not covered under warranty include:

- a. Parts replaced due to normal wear or routine maintenance including, but not limited to sensors, filters, fuses, valves, pipes, electrodes, cables and fittings (i.e. nipples, couplings, o-rings, etc)
- b. Consumable or wearing items requiring replacement as part of normal operation including, but not limited to steam hoses and guns.
- c. Any transportation or travel costs.
- d. Reimbursement for rental units while repairing warranty items.
- e. Normal maintenance items such as: draining tanks and boiler, descaling, filter and sensor changes, boiler cleaning, tightening and sealing bolts and fittings and others stated in the User Manual.
- f. Failure caused by water scale problem due to local water conditions.
- g. Warranty work completed after 30 days from discovery.
- h. Damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference, inadequate or faulty water or fuel.

Customer's Responsibility

Under This Warranty, the customer's responsibility shall be to:

- Operate and maintain the machine as specified in instruction manual.
- Give Notice to dealer of apparent defects within three days after discovery.
- Provide date of purchase and serial no of machine.
- Make the unit available of inspection n repairs.
- Customers can use our help line number 91655-24000 for contact.
- Make and share of video or photo of problem in our help line number for instant understanding of defect.

