



Statement of HEP Series 6-Year Warranty

MEAN WELL Enterprises Co., Ltd. (MEAN WELL) warrants the HEP power supply series and charger series possesses the highest quality requirement in their performance, components, workmanship and provides 6-year limited warranty from the date of manufacture. This warranty is conditioned upon proper storage, installation, usage, and maintenance. Under proper usage within the defined operating range based on the datasheet, MEAN WELL shall correct any defects, at MEAN WELL's option, by either repairing any defective parts or replace a new power supply. More detailed explanations are listed below:

1. The case temperature (measured at the defined location advised on MEAN WELL's datasheet) should be lower than the defined value below to utilize the 6-year warranty:
 - HEP-100 (case temperature 75°C or less)
 - HEP-150 (case temperature 75°C or less)
 - HEP-185 (case temperature 70°C or less)
 - HEP-240 (case temperature 75°C or less)
 - HEP-320 (case temperature 70°C or less)
 - HEP-480 (case temperature 75°C or less)
 - HEP-600 (case temperature 75°C or less)
 - HEP-600C (case temperature 75°C or less)
2. Damaged by surge input over the following specification (refer to EN61000-4-5) is not covered in this warranty program:
 - 6kV (L, N to FG) / 3kV (L to N) for HEP-100/HEP-150/HEP-185/HEP-240/HEP-320/ HEP-480
 - 4kV (L, N to FG) / 2kV (L to N) for HEP-600/HEP-600C
3. Through MEAN WELL's evaluation, if the power supply needs to be replaced by a new one, the new unit will use the original serial number sticker (date code) of the defective unit and follow the remaining warranty period.

These series are designed by advanced high efficiency topology and use high reliability components. All models are executed DMTBF (Demonstration Mean Time Between Failure) / accelerated aging test and proved that the lifetime is compatible with the warranty period if the power supply or charger have been properly operated within the specification. These series acquired global certificates, such as UL, CE, and CB, and have been witnessed for the supreme anti-surge capability by the certified independent certification laboratories. We believe these series are a highly reliable solution for all kinds of harsh environment applications.

MEAN WELL Enterprises Co., Ltd.

October 5, 2017

ISO-9001 CERTIFIED

Your Reliable Power Partner