

COUGAR PSU Warranty Policy

Product Instruction

COUGAR PSU, Power Supply Unit, as a consumer electronics product, is compatible with PC, Personal Computer, for general user and gamer. Peripheral, fan configuration, computer load condition and devices, their elapsed time and temperature variation must be taken into consideration before purchase and operation. Optimum power output range will keep the PSU operation in normal function and maintain the service life. Prevention against high temperatures, overheat or high energy consumption in the long term is necessary. Provision of appropriate heat sinks, ventilation and proper room for electronic devices inside the PC case is highly recommended.

Warranty Service Agreement

1. Customers should demand local vendors or retailers to stamp their store seal on the warranty sheet and fill in the date while purchasing, and any product warranty sheet or relational document proof of purchase should be preserved, such as invoice or receipt. Also, complete package and product contents must be kept in good condition to ensure legitimate rights of warranty service.
2. Should purchase date not be contented, manufacturer serial number on the sticker or package will be taken account of being the starting date of the warranty.
3. COUGAR reserves responsibilities by any repair or replacement in the "Disclaimer" during the warranty period, any cost such as shipment, commission or maintenance fee due to repair or replacement should be charged from the customer. The maintenance fee will vary subject to labor cost, necessary parts replacement and any parts due to lack or modification will change to the original configuration.
4. COUGAR is neither responsible nor legally obligated in any data loss, deletion or being unable to access other electronic devices. Be aware that any personal information or data stored in our product should be deleted and duplicated in other devices before shipment.
5. This warranty service agreement provides explicit terms for the user who purchases the product. Besides, the user may have extra rights subject to local laws and regulations. Should any of this warranty service agreement against the local laws and regulations, the later one will be prior legally.
6. COUGAR has the right to change the product with similar functions or specifications if the product itself for repair is obsolete or phase-out within the warranty period. The warranty period of the repaired or replaced product will maintain the residual period among the original term or 30 days; the longer one is prior. Should the customer not able to provide proof of purchase such as invoice or receipt, the maximum liability will be subject to the residual value of the product in repair, excluding the cost of shipment, commission or other fees.
7. After inspection, if COUGAR finds that the abnormal phenomenon comes from the results of connection to other devices, peripherals, operating platforms or software instead of the malfunction itself, the product will not be applied to this agreement.
8. COUGAR will not be liable for PSU application in all platforms, calculations and connected devices. Please confirm specifications and purposes by all means before you purchase our product. Choose the right commodity meeting the requirements shall be your responsibility.

9. Except what is specified in the “Disclaimer”, the remedy for your defective item is to perform maintenance or replacement based on this warranty service agreement.
10. Warranty service agreement of this version is applied to all the PSUs purchased on or after May 1, 2015.

Disclaimer

1. COUGAR is not liable for financial lost, losses, human injury nor any other consequences from the incompatible system specialized with PC game.
2. COUGAR does not authorize nor approve any user to use our product as for human life support, medical equipment, military facility, transportation/shipment apparatus, disaster forecasting/warning system, etc.
3. COUGAR is not liable for any damage nor other consequences caused by disobeying the instructions of the COUGAR user manual.
4. Warranty service agreement will be invalid due to certain special usage as the following :
 - Multiple Hard-disk and CPU used for industrial server
 - Special high-load or continual GPU process system, such as blockchain calculation, encrypted virtual mining
 - Splitter distributed or combiner, summary system using multiple PSU
 - For use of test equipment, such as CPU, RAM, VGA or USB devices
5. Any component used the non-original manufacturer will be excluded from the warranty service agreement:
 - Any output cable or power cable using non-original manufacturer accessory
 - Inappropriate modification of cable connector used in VGA, CPU devices or any other extra usage
 - Excess expansion devices in use, such as fan cable
 - Excess output cable load caused by multi-display cards in series connection
 - Damage to cable or power supply unit itself caused by variation of AC voltage input
6. Any problem caused by the abnormal environment will be excluded from the warranty service agreement:
 - Operation environment under high temperature, high humidity or poor ventilation
 - Physical damage of power supply unit caused by collision, cutting, scratching, bending, crooking or breakage
 - Exposure product to heat resource or any other abnormal thermal energy, flood, dirt, storm, lightning, earthquake, abnormal weather condition, natural disaster, fuse blowing, improper power resource or circuit overloading
 - Incompatible issue caused by the defect of the operating system driving product

7. Any abnormal environment caused by human will be excluded from the warranty service agreement:
 - Inappropriate product handling via the third party instead of the official maintenance center or distributor supplier by our company
 - Any event of removal of power unit case, soak of the PSU into the liquid, use of adhesive or soldering flux on any part of the product to modify PCB layout/electronic design or thread damage
 - Piling dust, scrap, residue from tobacco tar, cigarette ash, liquid, or penetration to the product via worm or animal
 - Any malfunction caused by invalid installation or operation which does not correspond to the current standard nor safety specification of the country, for example, improper connection or unstable power resource
 - Any product whose model sticker, warranty sticker or serial number is damaged, modified, removed or hardly distinguished
 - Any product whose trademark or label has been removed subject to the non-traditional merchandise, such as lottery prize, secondhand commodity, etc.
 - Any damage caused by the unauthorized assembly, maintenance or modification to the product
 - Warranty service will not be provided due to lost, damaged or unrecognizable of our product warranty sheet
8. Nonstandard original manufacturer product status or specifications caused by unauthorized modification of COUGAR product, such as DIY Modder.
9. Warranty service should exclude software, firmware, user manual, consumables, external box or package.
10. Parallel import is defined as merchandise declared to customs by others but not the official agent. Under this circumstance, the local dealer has the right to refuse warranty service for parallel import. Should the buyer still invoke product warranty service from COUGAR, the user has to send it back to the country where it is purchased. And all the costs of shipment, commission, customs duties or any other expense shall be charged by the user him/herself.