

Hytronik Guarantee Conditions

Hytronik delivers high quality products and services. Guarantee for lighting components, management systems exceeds usual legal guarantee.

1. Products

This guarantee applies to all electronic control gear supplied by Hytronik (electronic ballasts for fluorescent lamps, electronic ballasts for HID lamps, electronic transformers, converters for LED light sources, lighting control units, motion sensors etc.,).

2. Duration of the guarantee

Basic guarantee for direct business partners and their end customers

The basic guarantee for Hytronik products is 5 years. The guarantee is valid for a period of 5 years. To ensure the guarantee of the product matches that offered by the luminaire manufacturer, a further 6 months is added to the guarantee from the production date printed on the product to a maximum of 66 months from production date.

This guarantee is applicable to products with a rated life of 50,000 hours.

Extended guarantee for industrial application sensors.

An extended 8 years guarantee is offered for microwave motion sensor designed for industrial application. The models include: standard version, advanced version, condominium version, DC operation version, RF communication version, and Zigbee version.

Guarantee periods can be extended to 8 years from the date of installation. This guarantee will include a 6-month period to cover shipping, storage and manufacture. Therefore the maximum warranty period is 102 months from the production date indicated on the product.

This guarantee is applicable to products with a rated life of 100,000 hours.

Limited guarantee.

The guarantee is valid for a period of 3 years. To ensure the guarantee of the product matches that offered by the luminaire manufacturer, a further 6 months is added to the guarantee from the production date printed on the product to a maximum of 42 months from production date.

This guarantee is applicable to products with a rated life of <50,000 hours.

3. Guarantee conditions

Hytronik guarantee only applies when the following conditions are fulfilled:

Hytronik products have to be used according to the specified product and application specifications. E.g. temperature or voltage limits must not be exceeded; the product must not be exposed to mechanical stress, etc.

The guarantee for electronic control gear is only valid when the product is installed with lamps conforming to IEC specifications.

The guarantee covers solely product failures caused by material, design or production faults and failure rates that exceed the rated failure rate . Failures can be caused by material malfunction or by failures during the production process (for products with a nominal life time of 50,000 hours a failure rate of only 0.2 % per 1,000 hours of operation is typical, products with a life time of 30,000 hours have a nominal failure rate of 0.3 % per 1,000 hours of operation).

4. Execution of the guarantee

In the event of failures exceeding the nominal failure rate Hytronik on its sole discretion might decide to repair defective components or products, supply adequate products as replacement or reimburse products to primary customers. Hytronik takes full responsibility for all direct cost involved in the repair or replacement including re-installation cost, transportation of defective goods and replacement goods etc.. The indicated life time is achieved by operating lighting components according to the conditions specified by the manufacturers, to the relevant international standards and in accordance with local regulations. All electronic products, having an expected failure rate, require continuous maintenance.

A small percentage of electronic ballasts and LED light sources require to be maintained regularly. Therefore easy access to the products has to be ensured at any time.

Ease of maintenance should be born in mind during the installation of the product in order to limit maintenance costs. If easy replacement is not considered at an early stage, end users shall be informed of future additional costs that might occur during standard maintenance. When designing the luminaire and its installation, a replacement of the control gear or the LED light source and its driver before the expired service life of the luminaire should be considered.

5. Utilisation of the Guarantee

The guarantee has to be claimed immediately by returning the defective product in order to check the validity of the claim.