



HYTRONIK[®]

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Guarantee Conditions

1. Scope

This guarantee applies to all electronic control gears supplied by Hytronik Industrial Ltd, which include motion sensors, LED drivers, emergency control gear (but with limited warranty on batteries), daylight sensing devices and other ancillary components such as handheld remote controls.

2. Application

This guarantee is offered only to the direct customers, direct business partners and their end customers of Hytronik Industrial Ltd. In most cases, complaints can be rectified over emails and our sales and technical department can assist with information and data to ensure the product is performing to expectation. Hytronik Industrial Ltd will endeavor to contact any customer with a complaint within 24 hours of notification.

3. Duration of the Guarantee

- Basic Guarantee for Direct Customers, 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, from the production date printed on the products.

During these 5 years, any product(s) found and proved defective will be replaced under the conditions of section 4a.

- Limited Guarantee

- Hytronik Battery Products:

For the duration of the warranty period, any product(s) found and proved defective will be replaced under the conditions of section 4b.

4. Guarantee Conditions

This warranty covers solely product failures caused by material, design or production defects and failure rates that exceed the rated failure rate. Failures can be caused by material malfunction or by failures during the product process (for products with a nominal lifetime of 50,000 hours, a failure rate of only 0.2% per 1,000 hours of operation is typical).

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.

Often, Hytronik products are used in conjunction with 3rd party components. This warranty is only valid when the products are installed with lamps conforming to IEC

specifications and If the root cause of failure to Hytronik products is owing to an external influence such as incorrect installation/wiring, product which had been misused or sustained physical damage (willfully or accidental), incorrect configuration, system incompatibility/failure to adhere to relevant IEC/EN norms for product safety and EMC performance (i.e. partial or complete products supplied by the customer to the end user having no or invalid CE mark) and failure of the Hytronik product as a result of failure mode of another component to which it is connected, then the warranty is deemed void.

Also, the warranty is deemed void if other external causes such as irregular supply voltage, lightning, earthquake, force majeure or other similar influence in which it is unreasonable to execute the warranty terms.

a. Goods Covered by Product Replacement Only Warranty

Hytronik Industrial Ltd will supply replacement products to the customer on receipt of the faulty items. Advance replacement items shall not be supplied; however, they may be ordered separately and will be credited when the claimed faulty items are returned and verified as being defective owing to material, design or production defect. The customer shall bear all costs related to returning the faulty item(s), extraction and re-installation of the replacement item(s).

b. Warranty Applicable to Batteries

Batteries are perishable items and the warranty is limited to 1-year to goods being defective owing to material, design or production defect from the date printed on the battery. Batteries supplied by Hytronik Industrial Ltd are solely for self-contained emergency lighting use and the warranty shall be void if used for any other application. The maintenance records of the emergency luminaire shall be made available upon request, as well as a CE technical file for the self-contained luminaire detailing the operational parameters of the battery within the luminaire.

5. Utilization of the Guarantee

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