

## **Dynaluxx Guarantee conditions**

Dynaluxx delivers high quality products and services. Guarantee for LED fixtures, management systems exceeds usual legal guarantee.

### **1. Products**

This guarantee applies to all LED fixtures supplied by Dynaluxx (Luna, Naise, Venus, Moon, Aurora, Athos, Dana, Dana W, Doris, Acis, Ceto, Linella P02, Linella S03, Kronus, Maat, Saturn, Hera-N, etc).

### **2. Duration of the guarantee**

The guarantee period for Dynaluxx products is 5 years. The guarantee is valid for 5 years, from the production date printed on the product.

### **3. Guarantee conditions**

The guarantee offered by Dynaluxx is valid when the following condition is fulfilled:

The products from Dynaluxx must be used in accordance with the relevant product and application specifications. Limit values for temperatures and voltages must not be exceeded and the product not exposed to any mechanical stresses.

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 5 years a failure rate of only 0.2% per 1000 hours of operation is typical)

### **4. Execution of the guarantee**

In the event of failures exceeding the nominal failure rate, Dynaluxx on its sole discretion might decide to repair defective components or products.

The indicated lifetime is achieved by operating LED fixture 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.

Dynaluxx supplies adequate products as replacement or reimburse products to original customers. The customers or end customers bear the costs for demounting and remounting as well as for sending in and returning products. Any other costs, e.g. replacement costs upon installation, costs caused from failures of the installation or other damage and/or consequential damage are not covered by this guarantee.

Added value (extra bonus) for Dynaluxx brand: During the first 2 years, Dynaluxx supplies adequate products as replacement or reimburse products to primary customers, as well as takes the responsibility for related cost involved in the repair or replacement including re-installation cost, transportation of defective goods; if the customer wants to do the replacement by themselves, the relative cost has to be confirmed by Dynaluxx before the replacement starts.

During the last 3 years, Dynaluxx supplies adequate products as replacement only.

## 5. Utilization of the Guarantee

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

Taking effect from Nov 14<sup>th</sup>, 2018