

## Guarantee conditions

KGP Electronics GmbH stands for high quality and constantly high manufacturing standards.

Our Guarantee for lighting components exceeds the usual legal guarantee.

KGP Electronics GmbH offers a 5-year guarantee on all control gears and components with a rated life of  $\geq 50.000$  hours of operation.

A guarantee of 3 years is offered on devices with a rated life of less than 50.000 hours of operation<sup>1</sup>.

<sup>1</sup>(Operation at  $t_c = t_{cmax}$  and with failure rate  $\leq 10\%$ )

### **1. Products**

This guarantee applies for all electronic control gears supplied by KGP Electronics GmbH (LED Driver, LED Modules, emergency lighting) as well as rechargeable emergency batteries.

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

The guarantee period for KGP Electronics GmbH products is 1, 3 or 5 years.

### **3. Basic guarantee**

For products with a physical rated life of  $\geq 50.000$  hours of operation or more, KGP Electronics GmbH offers a guarantee for a period of 5 years that due to a material, constructional or manufacturing error have verifiably failed. The guarantee period commences with purchase of the product (date of delivery note). To ensure that the product guarantee matches the guarantee offered by the luminaire manufacturer, the guarantee can be extended by a further 6 months from the date of manufacture indicated on the product, up to maximum of 66 months from the date of manufacture.

### **4. Limited guarantee**

For products with a physical rated life of less than 50.000 hours of operation, KGP Electronics GmbH offers a guarantee for a period of 3 years that due to a material, constructional or manufacturing error have verifiably failed. The guarantee period commences with purchase of the product (date of delivery note). To ensure that the product guarantee matches the guarantee offered by the luminaire manufacturer, the guarantee can be extended by a further 6 months from the date of manufacture indicated on the product, up to maximum of 42 months from the date of manufacture.

### **5. Batteries guarantee**

For rechargeable emergency batteries (NiCD, NiMH, Li-Ion) with a physical rated life of  $\geq 4$  years of operation, KGP Electronics GmbH offers a guarantee for a period of 12 month after delivery.

## 6. Use of the products

It is assumed that the use of the product according to the current state of technology and use of light sources and components that comply with appropriate IEC standards.

- Intended use of products in accordance with the relevant product and application specification.
- Modifications of the product that differ from delivery condition is not allowed.
- The installation must be performed by a qualified person accordance with the installation instructions.

## 7. Guarantee conditions

Recognition of a justifiable guarantee is subject to KGP Electronics GmbH and is valid under the following conditions:

- The products from KGP Electronics GmbH 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 for electronic operating devices applies only if the product is installed with lamps that comply with the relevant IEC specifications.
- In a recognised guarantee claim, KGP Electronics GmbH reserves the right to decide between free repair, free replacement or a credit for material. Due to the rapid advancement of LED technology, differences may occur between the characteristics of replacement supplies or subsequent deliveries as well as to products from the original supply. No guarantee entitlements result from this.
- The guarantee covers solely product failures caused by material, design or production faults and failure rates that exceed the rated failure rate.

Subsequent costs such as disassembly and installation costs, travelling and equipping costs, shipping costs, other damage etc. are not covered by this guarantee. KGP Electronics GmbH reserves the right to invoice for testing, repair and shipping costs if the case is verifiably not a guarantee case.

Legislative guarantee claims are not affected by this regulation and are valid independent of this.

As of 2018-02-09