

## Guarantee and Warranty Terms (05/2016)

### 1) Guarantee

#### Conditions:

**All guarantees quoted below apply only if commissioning of the emergency lighting unit and the statutory annual functionality inspections and maintenance are performed and documented by an authorized provider.**

#### **LED lights are guaranteed for 50.000 hours or 5,7 years**

din-Sicherheitstechnik GmbH guarantees a service life of 50,000 hours or 5,7 years for all lights that are integrated with din-LED Laser technology in combination with PLC24-, ILS, ILS-D or DST electronics, provided that the following conditions are met:

- The lights may be operated only at approved locations. (see technical data, operating instructions)
- The guarantee applies to the entire light (housing, LED module PLC24, ILS, ILS-D or DST electronics). For self contained luminaires (sc AT – self contained Automatic Test) the 50,000-hour guarantee applies only to built-in LEDs. The single-battery electronics and the single battery accumulator are expressly excluded from the 50,000-hour guarantee..
- Visible deviations from published electrical or optical specifications – for example, a decrease in light intensity or a change in the color of the light of the epoxy capsule – are considered normal and are not covered by these guarantees.
- In case that the lights are operated at approved locations and temperatures din-Sicherheitstechnik GmbH guarantees for a light flux of at least 70% after 50.000 hours of operation (see technical datas, operating instructions).
- All photometric data for the standardized illumination of the pictograms are calculated with reserves to ensure a compliant illumination of the pictogram also after a reduction to 70% of light flux.
- In case of warranty the din Sicherheitstechnik GmbH provides a LED-replacement set free of charge.

#### **Emergency lighting supplies of SU.XX series (SU.20, SU.40, SU.80) and din battery systems are guaranteed for 50.000 hours or 5,7 years each time back-up power supply included**

din-Sicherheitstechnik GmbH guarantees a service life of 50.000 hours or 5,7 years, for all systems (back-up power supply included) of the SU.XX series (SU.20, SU.40, SU.80) and DBS series (din battery systems back-up power supply included), provided that the following conditions are met:

- The emergency lighting supplies may be operated only in approved locations and at approved temperatures (see technical data in the operating manual)
- The din back-up power supplies may be operated only in an environmental temperature range from  $20\text{ °C} \pm 10\%$  and according to ÖVE/ÖNORM E8002 and ÖVE/ÖNORM EN 50272-2. Capacity must be adjusted for temperatures encountered at the installation site as required by the standard.
- Maintenance of emergency lighting supply is carried out in accordance with the law, but at least once a year, by a din-service technician. (one time statutory maintenance, statutory maintenance with din-service agreement, extended statutory maintenance with din-service agreement)
- din-Sicherheitstechnik GmbH guarantees the complete functionality of the whole system for the indicated duration of 50.000 hours or 5,7 years, in compliance with the statutory requirements at the moment of initial operation. (Observation of autonomy time, technical functionality, etc.)
- In case of warranty din-Sicherheitstechnik GmbH provides reparation or an equivalent exchange device set free of charge. Possible costs for disassembling, mounting and any other follow-up and additional costs are not included in the warranty

### **3 year full warranty on din-back-up power supplies**

For din-back-up power supplies that are not operated in combination with an SU.XX system or a din-battery-system (DBS) or mounted in those systems as back-up power supply, in general din-Sicherheitstechnik offers a three-year, unconditional guarantee, provided that the following conditions are met:

- Charging is not interrupted for a period lasting more than four months
- din-back-up power supplies are operated in environmental temperature range of  $20\text{ °C} \pm 10\%$  and must be installed as stated in ÖVE/ÖNORM E8002 and ÖVE/ÖNORM 50272. Capacity must be adjusted for temperatures encountered at the installation site as required by the standard.
- Commissioning of emergency lighting unit in case of new back-up power supplies or installation and calibration according to the manufacturers' specifications in case of replacement back-up power supplies, each time carried out by a din-service technician.

For Li-Ion-, NiCd- and NiMh-batteries warranty is limited to 1 year

All products from CEAG/ EATON company are excluded from the guarantee.

### **The guarantee does not cover:**

- Any incidental expenses that arise in connection with the guarantee such as, for example, costs of assembly and disassembly, shipping or disposal fees, travel or transit time, lifting equipment, scaffolding, etc.
- Items such as laptop computers, PC hard drives and printers are excluded from the din-Sicherheitstechnik guarantee. Legal guidelines apply.

**The guarantee is terminated immediately upon any hardware or software modifications or alterations undertaken without written permission from din-Sicherheitstechnik GmbH, or if the installation is serviced or maintained by any electrical contractor not authorized by din-Sicherheitstechnik GmbH to perform such work.**

## 2) Warranty:

In general, certain legally-binding terms of the warranty go into effect after the contract is signed.

### Warranty Restrictions Based on Statutory Provisions:

Please note that emergency-lighting systems are considered to be an engineered safety feature, for which the legislature has stipulated a schedule of inspections and maintenance to assure safe operation. (ÖVE/ÖNORM E8002, ÖVE/ÖNORM 50171, ÖVE/ÖNORM 50172, ÖVE/ÖNORM 50272, ÖNORM EN 1838 und ÖVE/ÖNORM 8001-4-44.)

In general warranty claims will be considered only if the following conditions are met:

- Inspections legally required as part of initial start-up, restarts or for ongoing operation must be done thoroughly and a complete record of them kept. (Test report conforms to § 9.3 of ÖVE/ÖNORM E 8002 or „Electrical Findings of the Federal Guild of Electrical Engineers“, survey, inspection, measurement: Security lighting, 04-2004)
- Pursuant to ÖVE/ÖNORM E8002 in Austria, functionality tests must be conducted and documented at statutory intervals.
- The annual inspections and maintenance required by law pursuant to ÖVE/ÖNORM E8002, ÖVE/ÖNORM 50172, ÖVE/ÖNORM 50171 and ÖVE/ÖNORM 50272 must be conducted by the firm that installed the facility (a licensed company) or by din-Sicherheitstechnik GmbH.
- Changes in the hardware and software of the emergency-lighting supply, not carried out by din-Sicherheitstechnik GmbH, immediately invalidate all warranty claims for emergency lighting supply and lights. The event log stored in the emergency lighting system serves as evidence of tampering.
- The operator must service and clean the emergency-lighting equipment, its components, electronics, lights, and batteries in accordance with regulations. Thick layers of dust on electronic components – from drilling, plaster residues etc. – impair their ability to function and invalidate the warranty.

- Only the statutory warranty period applies to computer parts or printers.
- The warranty applies to systems only when they are used according to the product- and use specifications found in the data sheet, and when they are installed and put into service by professionals (according to the installation manual that accompanies the product).
- The emergency lighting supply, its components, electronics, lights and back-up power supplies may not be exposed to any abrasive or corrosive atmosphere,
- Consumables such as NI-CD batteries or lamps are excluded from warranty claims.
- A warranty claim is terminated immediately if devices or lights are altered or repaired without written consent from the manufacturer, or if items are installed incorrectly or by unqualified personnel.

For all CEAG/EATON products warranty is valid for 12 months upon delivery.

For products with obvious transport damages no claims from the title of the warranty are accepted. It must be ensured, that incoming articles are immediately checked for defects during acceptance, so any transport damage can be proved credibly to the haulier.

Any incidental expenses that arise as a consequence of a deficiency (such as costs of assembly and disassembly; shipping of a faulty, repaired, or new product; waste disposal; travel- or transit time; lifting equipment and scaffolding) are not covered, unless such costs are communicated in advance and approved in writing by din-Sicherheitstechnik GmbH.

**The firm installing the facility is to deliver the terms of the warranty to the facility operator or bring them to his attention.**