



## Guarantee Conditions

The following Guarantee Conditions are applicable to all the products supplied by EEE - Empresa de Equipamento Eléctrico S.A. (EEE). Besides offering high quality products, the guarantee for the EEE products goes beyond legal requirements. Batteries are excluded from this guarantee.

### 1. Products

This guarantee applies to all luminaires manufactured or traded by EEE and its components.

### 2. Duration of guarantee

The guarantee period for EEE products is of 5 years.

### 3. Guarantee conditions

The guarantee provided by EEE is valid under the following conditions:

- EEE products should be used and installed according with the specifications and instructions provided with the product. Limit values for temperatures and voltages must not be exceeded and products should not be exposed to mechanical stress, unless they were designed to do so.
- Guarantee for operating electronic components only applies if the product is installed with lamps that comply with relevant IEC specifications.
- The guarantee only covers failures caused by product design, materials or manufacturing defects. The failure rate of electronic components as well as the nominal life of a component is the one contained in the technical documentation. The indicated lifetime is obtained through the usage of the product according to the conditions specified by the relevant international standards and in accordance with local regulations.

### 4. Execution of the Guarantee

EEE may decide to repair faulty components or products, provide suitable products as replacement or refund the clients. Clients or end users will bear the costs of disassembly and reassembly, as well as costs for sending and returning the goods. Any other costs, for example, replacement costs after installation, the costs caused by faulty installation or other damage and / or consequential damages are not covered by this guarantee.

All electronic components having an expected failure rate require continuous monitoring which is to be documented in writing.

Considering the statistical failure rate of electronic components, installations with electronic components and LED light sources require regular maintenance. Products must be easily accessible at all times. When installing the products, the requirements for easy maintenance should be taken into account to reduce maintenance costs. If a simple substitution is not performed in good time, the client must be informed of the additional costs that may arise in connection with standard maintenance. When installing a luminaire one must remember that the controller, ballast and / or LED light source may have to be replaced before the luminaire reaches the end of its life.

Additional information for LED modules

Guarantee conditions apply exclusively to mortality beyond the nominal failure rate. Due to technical advances and changes in the luminous flux of products depending on their usage, there may be differences in the photometric properties between replacement or additional LED modules and the original products.

### 5. Utilization of the Guarantee

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

### 6. Applicable Law

See the conditions provided with the invoice (Portuguese law).