

GENERAL:

The following warranty applies to UEBEX LED products throughout Europe. The guarantee claim is proven by the invoice in the guarantee claim and applies only to the direct customer of UEBEX. The warranty only covers failures due to product defects.

GUARANTEE:

- The warranty period starts with the date of the accounting by UEBEX and is up to 5 years depending on the product. The respective valid duration of the manufacturing guarantee is shown in the respective specific product data sheet u. The guarantee period referred to applies to the entire product, including all individual components, unless stated separately. Special provisions for the manufacturing guarantee are only valid if these are stated on the invoice or in an additional contract.
- For accessory articles or special articles for which no separate guarantee has been provided on the price list, a standard guarantee applies for a period of one year from invoice date UEBEX.

CONDITIONS:

The guarantee shall presuppose compliance with the following conditions:

- The product has been properly installed and operated according to the manufacturer's instructions.
- The product may not be modified in any way that differs from the delivery state, and the installation must only be carried out by specialist personnel.
- Limits for temperature, humidity, mains voltage, etc. must not be exceeded or fallen short of.
- Warranty claims must be reported in writing or by telephone within 30 days of the defect occurring. The notification shall include a detailed description of the damage, the product description, the item number, the invoice number and the delivery note number, as well as any additional information (for example, the combustion hours and switching cycles).
- After allocation of a return number, the defective article can be adequately stamped (paid by the sender) and insured in a break-proof packaging to be sent back to the responsible UEBEX factory. For special arrangements for on-site inspections, UEBEX shall have access to the faulty product, system or application upon request. In the event of a warranty claim, the customer shall be given a free product rate or appropriate repair measures shall be initiated. The legal claims for product defects remain unaffected.

The warranty covers only product defects, which are attributable to the production or possible material defects. Product failures due to external influences and / or all other faults caused by external fault are not covered by the warranty. Also, the warranty does not include a luminous flux drop, since the values listed are subject to certain operating criteria and are dependent on them, depending on the operating mode, ambient temperature, etc. (see notes on the product data sheet).

In addition, the guarantee does not apply to defects caused by lightning strikes (direct and indirect), fire, water, impermissible mains voltage, force majeure, insufficient ventilation or other circumstances beyond the control of UEBEX.

UEBEX shall not be liable for conditions of power supply, including short-term voltage spikes, overvoltage or under voltage which are outside the specified limits of the product.



This is a limited warranty and does not apply to:

- All ancillary costs incurred in connection with the correction of the defect, e.g. For installation and removal, further damage to third parties, transport of faulty and repaired or new product, disposal, journey and travel time, lifting devices, scaffolding.
- Settings or parameter settings for systems that change due to wear, fatigue or dirt.
- Any necessary services such as re-commissioning, software updates, etc.
- Loss of production, standing times, loss of profit, damage to property or other unnamed incidental costs.

UEBEX reserves the right to decide on the right to the guarantee claim itself. This requires a return of the precipitated product in order to be able to examine the defect in the test laboratory. UEBEX will, at its sole discretion, repair, replace or refund the purchase price to the purchaser. If the defective product is no longer available, UEBEX reserves the right to replace it with a comparable product, which may have minor deviations in terms of design and product specifications. Defective products become the property of UEBEX with their exchange.

In case of repair or replacement of the product according to a recognized requirement, no new warranty period begins.

If the tests do not result in any damage to the product, UEBEX reserves the right to charge all costs incurred to the user or claimant.

When purchasing the product, the "standard warranty" applies automatically. On request, an optional warranty extension for certain products can be agreed upon after evaluation of the special application conditions.

The statutory warranty rights remain unaffected and are valid regardless of the guarantee. This also applies to the claims against the Installer.

