



Guarantee for LED lamps

Guar06_ENG08/01/2020

All LED lamps are covered by a 3-years guarantee (LED Ellipsoid 2-years).

DLU take every effort to ensure that all their Products are of high quality.

As guarantee is intended the free of charge substitution of any piece which will fail due to defects induced by the manufacturing process within the above named period since the installation date. In absence of the official communication of the installation date, the warranty time starts since 30 days after the delivery of the Product from DLU to the Customer. The communication of the supposed defect must be done within 2 months since its occurrence.

Any single batch of Product is identified by a Batch Production Code on board, including week/year of manufacturing. The warranty will be applied after a technical analysis by DLU on the failed pieces collected from the plant, in order to verify that their failure had not been induced by any damage or loss arising from incorrect installation, bad operation or maintenance of the product, damage through modification, incorrect handling, service by unqualified or unauthorized personnel or lack of regular maintenance and cleaning. DLU reserves the right to take decisions regarding the validity of guarantee claims. This requires the return of claimed failed light sources for defect analysis. The cost of the shipment of the claimed failed pieces will be in charge of DLU but it will be charged back if the technical analysis will find the warranty must not be applied. The guarantee is only within the European Union.

For every LED lamp that demonstrably fails because of a material or manufacturing defect within the relevant guarantee period since the purchase date, DLU will provide a free-of-charge replacement or issue a credit note.

An annual operating time of no more than 4,000 operating hours (max 11 hours a day) is assumed for all LED lamps.

All products must be installed by a licensed electrician.

DLU BU INTERNATIONAL SARL

A handwritten signature in blue ink, appearing to read 'Jelmer G. van...', is positioned below the company name.