



Guarantee Letter for LED modules and fixtures

Guar07_ENG23/01/2017

All LED modules and LED fixtures by DLU are covered by a 4-years guarantee or 24,000 operation hours (whatever comes first).

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 make decisions regarding the validity of guarantee claims. This requires the return of failed samples for analysis of defects. If a LED module/fixture completely fails (due to a product fault because of a material or manufacturing defect) within the guarantee period from the purchase date, the purchaser will receive a replacement free of charge. The cost of the shipment of the 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 module/fixture that demonstrably fails because of a material or manufacturing defect within the relevant guarantee period, DLU will provide a free-of-charge replacement or issue a credit note.

An annual operating time of no more than 6,000 operating hours is assumed.

All products must be installed by a licensed electrician.

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