

# ISOLED® guarantee

for 2 or 5\* years on ISOLED® products.

We guarantee that products sold under the brand ISOLED® are free from production and/or material faults. We guarantee this under the most important condition of proper use (see ISOLED® operating instructions). The guarantee period is 2 or 3 years for a full guarantee and 5\* years for a limited guarantee - from the invoice data (date of ISOLED® proof of purchase).

## Guarantee conditions

- I. A prerequisite for the guarantee is that the ISOLED® customer expressly accepts the guarantee conditions when placing the online order and specifies the end customer concerned. In the case of verbal orders logged in the order platform by our internal sales staff, consent to the guarantee conditions is implied.
- II. Presentation of the purchase contract or a corresponding (paid) invoice is a prerequisite for invoking the guarantee.
- III. To enable a fast and secure complaints process on our order platforms it is possible to leave feedback on orders (menu: Returns). In order to process guarantee claims, the ISOLED® customer must assert their claim via this function.
- IV. Once the guarantee claim has been asserted we will decide whether we will repair or replace the product. If the defect is covered by the guarantee policy and the original product is no longer available from us, we are free to offer an equivalent product as a replacement (the replacement product can vary to a small degree from the original product).
- V. The present manufacturer's guarantee covers only product failures caused by proven material, construction or production faults, as well as failure rates that exceed the stated failure rate.

For electronic devices or components such as LEDs, the stated failure rate is 0.5%/1000 operating hours, unless the stated lifespan and failure rate of a device or component are different in the product and use specifications (information sheet).

The luminous flux of LED modules is construction dependent and normal and varies according to the module and operating period, so it is not covered by the guarantee. The colour shift of LED modules is also not included in the guarantee. The luminous efficiency and power of a new LED module are subject to a tolerance of +/- 10 %. Subsequent deliveries of LED modules can differ in terms of their light properties from the original products, due to technical progress and use-determined change of luminous flux and light colour.

- VI. The guarantee given applies only under the condition that the customer (= person entitled to the guarantee) proves that the products have been used in compliance with the product and use specifications (operating instructions, information sheets) and installed and operated professionally.

If installation has been carried out by a non-qualified person, or it has been improperly installed, the guarantee is void. The same applies if changes are made to the product (without prior written consent from us).

- VII. Limit values for temperatures and voltages should not be exceeded. The product must also not be exposed to mechanical load that cannot be considered proper use.
- VIII. Exceptions from the guarantee
- a. Incidental costs that arise when rectifying a defect will be charged to the customer (assembly and disassembly, product transportation, disposal, travel and transit time, lifting equipment, scaffolds)
  - b. Parts subject to wear
  - c. Plastic parts that may discolour or become brittle
  - d. Products that ISOLED<sup>®</sup> sells as merchandise.
  - e. Settings or configurations on systems that change due to wear, fatigue or soiling.
- IX. We assume no liability over and above this guarantee. The seller's warranty coverage remains unaffected alongside this guarantee.
- X. We grant extended guarantee periods for select projects (this requires the agreement and written confirmation of our management), which are named and registered by us accordingly.

Please refer to the relevant product information on the desired article on our order platform.

- XI. Operating periods according to ISOLED<sup>®</sup> apply.
- XII. Applicable law: we refer to ISOLED<sup>®</sup>'s T&Cs.