

TEPEX Explosion protected products LIMITED WARRANTY (general details)

The warranty requires return of defective part/product directly to TEPEX / Croatia. Replacement of parts or product may be new or refurbished and will meet specifications of the original parts or products.

Proof of purchase may be required.

The repair or replacement of a faulty product within the warranty period remains at the discretion of TEPEX.

The TEPEX warranty covers defects in parts on workmanship but does not cover fair wear and tear, defect resulting from misuse, unauthorized modification, operation or storage outside the environment specification for the product or in-transit damage.

The warranty may only be enforced by the end user.

Warranty includes the following items:

1. Seller warrants that the device will work correctly, if it is installed, used and maintained according to manufacturer's instructions.
2. Electrical installations must be made according to current electrical regulations for electrical devices.
3. There is no obligation to the products, if another has been done any processing or treatment outside the electrical regulations.
4. Seller agrees that during the warranty period (but not longer than 45 days) will remove all failures and defects at his own expense. If the product won't be repaired within a specified time, we will replace it with a new device, at your request.
5. Seller provides the necessary maintenance and spare parts in their repair works eight years after validity of the warranty.
6. Warranty is not valid if the damage is result due to external factors (transport, ambient influence, thunderstruck, natural disasters), unprofessional treatment or improper use.
7. Maintenance of equipment by manufacturers is not covered by warranty.

In a period of two (2) / five (5) year from the date of shipment(s) that products shall be free from defects in materials and workmanship. If the BUYER reports such defect to TEPEX within the warranty period, TEPEX will, at its discretion, repair or replace the defective products F.O.B. factory.

For emergency types of light fittings, check page 3

TEPEX d.o.o. warrants its products as follows:

DESCRIPTION	PRODUCT TYPE	WARRANTY PERIOD	COMMENTS / The warranty covers all parts/components of the product except
BULKHEAD LF, PENDANT LF, FLOODLIGHTS LINEAR FLUO LF (without LED sources, only types with discharge light sources and fluorescent light tube, including compact fluo sources) (not emergency type)	0403.24/10, /11, /12 PLFM PLFS-N PLFL RLF FLX fluo PSF fluo SIF fluo	2 years	The warranty covers all parts/components of the product except; - Light source
BULKHEAD LF, PENDANT LF, FLOODLIGHTS LINEAR LF with LED sources	0403.24 LED PLFM 20 LED PLFS 50 LED PLFS-N 100 LED RLF LED PSF LED SIF LED FLX 310 LED FLXL LED	5 years	The warranty of 5 (five) years covers all electrical parts/components (LED sources + LED drivers) of the product except external parts like enclosures, covers, gasket, internal plastic parts; the warranty for these components is 2 (two) years This warranty does not cover change in color temperature CCT.
Control units GRP / SS AISI 316L Control units Grounding control device	SKX 12-15/MSRU SKX 17-20/SRU SKX 16I-20I/SRU GGCD 01/	2 years	
Installation equipment GRP / SS AISI 316L Terminal boxes Junction boxes Busbars enclosure High voltage junction box	SKX 12-20/E SKX 16I-20I/E RK 01/.... JBX ... SKX 20/1-20/3 SKX 604016 SKX 1008020	2 years	
Distribution cabinets	R3002	2 years	

Emergency light fittings

Emergency type FLUO	PSF E SIF E	2 years	The warranty covers all parts except of batteries Ex modules where warranty period is 6 (six) months, which is valid from the date of the delivery of equipment * This warranty does not cover change in color temperature CCT.
Emergency type LED	FLXE 110 LED PSF LED /E SIF LED/E	5 years	The warranty covers all parts except of batteries Ex modules where warranty period is 6 (six) months, which is valid from the date of the delivery of equipment * This warranty does not cover change in color temperature CCT.

* TEPEX products are designed to give you the most flexible, convenient and reliable Emergency light fittings solutions. Continuously we work to evaluate new battery technologies and to develop better products. For the moment, we believe we are using the best technologies that balance price and performance across the normal operating conditions of our products.

We ship the batteries fully charged but disconnected to give the best life during shipping (so there is no external load from our driver electronics). However, the batteries do have some limitations with the battery technology available to us today.

The following points should be kept in mind when working with our battery packs and the products that use them.

STORAGE

The batteries provided with all relevant TEPEX products are fully charged and tested before shipping. The external packaging and the battery pack are labeled with the last charged date before shipping. To ensure the products work as expected, we recommend that the batteries are kept in a low humidity environment (RH <65 %).

WARRANTY

Batteries are classified as a consumable item and are not covered by the standard TEPEX 5-year warranty.

After installation, the light fixture will go through a series of commissioning cycles, with new or replacement batteries, to ensure that the full rated capacity of the battery is achieved. The batteries are protected by the controller / power supply and will shut off before fully depleted. However, if left for long periods or frequently cycled, the life of the battery is likely to be compromised.

Avoiding Deep Discharge

If the light fixtures are disconnected from power for long periods (>2 weeks) they will continue to draw a low amount of power from the batteries. If such events happen, it is recommended to disconnect the batteries and only reconnect them once mains power is resumed. Even when disconnected the storage life of the batteries should be considered. Failure to do so could result in batteries being deeply discharged below the threshold in which the built-in charger can recover them.

All components and fixtures covered by this warranty as provided above, will be repaired or replaced at no charge to the customer, however, the customer is responsible to hire and pay for an electrician to remove and reinstall such components and fixtures. No labor costs will be covered for the removal or re-installation of any components or fixtures. The warranty does not cover modifications, repairs or replacements, or the related labor or materials costs that may be necessary to facilities or third-party products in connection with the removal, repair, or replacement of any product under this warranty.

Should you have any questions relating to the Warranty of any TEPEX product or require any technical support please contact

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