

## Helvar guarantee policy

Helvar guarantee policy described in this document applies to products supplied by Helvar including ballasts, LED drivers, ignitors and inbuilt sensors for luminaire use. Helvar offers 5 or 3 year guarantee schemes depending on product type and life expectancy. The guarantee terms presented here are included as well in the GENERAL TERMS AND CONDITIONS OF SALE document.

### Guarantee Schemes

#### 5-year guarantee

- Products are free from defects in material and workmanship for a period of five (5) years from the date of manufacture
- No need for product returns unless asked for by Helvar
- One-to-one replacement of faulty products
- Helvar is not liable for any labour or other indirect cost incurred
- Product ranges:
  - Electronic ballasts for FL-lamps with a life time expectancy of > 50.000 hrs
  - Electronic ballasts for HID-lamps with a life time expectancy of > 50.000 hrs
  - Drivers (indoor) for LED with a life time expectancy of > 50.000 hrs
  - In-built sensors for luminaire use
  - Magnetic ballasts for FL-lamps

#### 3-year guarantee

- Products are free from defects in material and workmanship for a period of three (3) years from the date of manufacture
- No need for product returns unless asked for by Helvar
- One-to-one replacement of faulty products
- Helvar is not liable for any labour or other indirect cost incurred
- Product ranges:
  - Electronic ballasts for FL-lamps with a life time expectancy of < 50.000 hrs
  - Drivers (indoor & outdoor) for LED with a life time expectancy of < 50.000 hrs
  - Magnetic ballasts for HID-lamps
  - Ignitors for HID-lamps

### Guarantee Conditions & Operation

- Operation according to product specification and defined environment
- Proper storage, installation and use of ballasts according to recommendations of Helvar Oy Ab
- Any negligence or mishandling which causes damage of components is not included in the guarantee
- Valid for any lamps working according to the IEC lamp standard
- Requires no registration
- Claim handling through the local Helvar office

## Product segmentation into guarantee schemes

Product Status: **June 2013**

- Product groups/ products within 5-year guarantee scheme:
  - Electronic ballasts for FL-lamps: EL-ngn/**ngn5**, EL-s/-u, **EL-es**, EL-TCs, EL-sc, EL-iDim/iDim-c
  - Electronic ballasts for HID-lamps: EP-h
  - Drivers for LED: LL-U, **LL-E**, LC1x30
  - In-built sensors: MIMO2, MIMO3, Minisensor, iDim Sense,  $\mu$ Dim
  - Magnetic ballasts for FL
- Product groups/ products within 3-year guarantee scheme:
  - Electronic ballasts for FL-lamps: EL-e
  - Drivers for LED: OL-E-CC, LC50-U-DX3
  - Magnetic ballasts for HID
  - Ignitors for HID