WARRANTY CONDITIONS

"Electrostart" AD guarantees the quality of its products and certifies their compliance with the requirements of the European standardization papers on gas-discharge lamps – EN 60923 and EN 61347, and for fluorescent lamps - EN 60921 and EN 61347.

We guarantee that the manufactured ballasts have no production or hidden defects. The same applies to the raw materials and components used in the production. Therefore we are obliged to replace or repair at no cost any faulty products for a period of 5 years, in cases when and under the condition that the customer had kept the exploitation instructions and regulations, provided in the respective instructional leaflet by "Electrostart" JSCo.

The provided maximal working temperature of the coil t_w=130°C, ensures a sufficient usage period of the ballast (at least 5 years), after it is properly installed in the respective lighting unit.

"Electrostart" JSCo reserves its rights on changing the used raw materials and or production supplies, maintaining the quality of the goods and in compliance with the regulations on the standardization papers.

In case of a warranty claim, the customer needs to notify the responsible salesperson within 5 days of defect detection by e-mail or fax, providing a reclamation inventory of the defect items, their type, the power of the lamp, its voltage, manufacturing date and the type of defect occurred if it could be recognized.

Within 10 working days from the defect detection, the faulty devices have to be sent to the manufacturer "Electrostart" JSCo for a technical check out.

The technical check out takes place within 14 working days, following the reception of defective items, and in case a fabric defect is proven the claim will be satisfied.

Warranty conditions might be denied in the following cases:

- Abnormal working mode of the device that occurs when the lamp cannot start working.

- The lamp is working in a rectifying regime, occurring at the end of its lifecycle.

- Faulty starter

With the above mentioned conditions "Electrostart" JSCo aims to provide objective rules in order to identify the reasons for defection occurring in the ballast devices, providing the opportunity for their timely replacement.

The warranty conditions may be found on the "Electrostart" JSCo web site www.electrostart.com