WARRANTY CONDITIONS

Electrostart JSCo guarantees the quality of its products and certifies their conformity with the requirements of the European standardization papers on ignition devices for Sodium and Metal – Halide lamps – EN 60927 EN 61347-1.

We guarantee that the manufactured superimposed ignitors' devices have no production or hidden faults. The same applies to the materials and components used in the production. Therefore we are obliged to replace or repair at no cost any defective products for a period of 3 years, in cases when and under condition that the customer had kept the usage rules and regulations, provided by the respective instructional leaflet by Electrostart JSCo.

The provided maximal working temperature of the body t_w=105°C, ensures sufficient usage period of the superimposed device, after it is properly installed in the respective lighting unit.

Electrostart JSCo reserves its rights on changing the used raw materials and or components, maintaining the quality of the goods in correspondence to the regulations on the standardization papers.

In case of a warranty claim, the customer is obliged to notify the responsible Electrostart salesperson within 5 days of the defect detection by e-mail or fax, providing reclamation inventory of the defected items and their type, the lamp's power, its voltage, manufacturing date and the type of fault that occurred if it could be identified.

In a period of 10 working days from the defect detection, the defective devices have to be sent to the manufacturer Electrostart JSCo for 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 conditions of the superimposed ignitor provoked by a short-circuiting in the ballast or in the lamp.

- Ignitors' functioning in high-humidity conditions >90%.

- Ignitors' functioning in high-temperature environment >85°C.

- Visible mechanical damage

With the above mentioned conditions Electrostart JSCo aims to provide objective rules in order to identify the reasons for defection occurring in the superimposed ignitors, providing the opportunity for their timely replacement as well.

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