WARRANTY CONDITIONS

Electrostart JSCo guarantees the quality of its products, certifying their correspondence to common requirements and regulations on electronic devices.

We guarantee that the manufactured switches with Bi - power ballasts have no production or hidden defects. The same applies to the materials and components used in their production. Meanwhile we are obliged to exchange or repair at no cost any faulty products for a period of 3 years, in cases when and under the condition that the customer had kept the exploitation rules and guidelines, provided by the respective instructional leaflet.

The provided maximal working temperature of the body t_w=80°C, ensures a sufficient usage period of the Switch, 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 and in correspondence to the regulations on the standardization papers.

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

Within 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 mode of the switch, which could be caused by a short-circuiting in the ballast or the lamp.

In cases the switch is working in conditions of high-humidity >90%.

Working with the switch in a high-temperature environment >85°C.

Visual mechanical damage.

Input voltage higher than the advised by the manufacturer.

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

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