

WARRANTY CERTIFICATE

Efficiency Series



WARRANTY STATEMENT

This certificate guarantees the quality assurance of the product, covered in the terms established by law, during the specified period and from the date of delivery. Ecología y Nuevas Tecnologías, SL, hereinafter “NTE,” is a manufacturer and distributor of LED lighting products with a European head office at Pol. Ind. Cabecicos Blancos, Avda. Cabecicos Blancos, 18, 1A-B, Librilla (30892), Murcia, Spain. The company offers a 5-year warranty against defects in materials or manufacturing of all products.

The customer is bound by the terms and conditions specified in the product warranty of the item purchased through NTE or one of its affiliates, subsidiaries and/or distributors. The warranty applies as long as the product is used under normal operating conditions determined by the manufacturer. The warranties contained in this certificate shall be given by NTE subject to the terms and conditions set out below:

WARRANTY CLAIMS

Any customer or user of lighting equipment or items supplied by NTE with justified reasons for claiming the warranty set out in this document, shall proceed as follows:

- A.** Report immediately in writing to the company that sold you the product. If this is not possible, send the written report to the authorized NTA dealer in the area, or alternatively, directly to the NTE representative in Spain. This report shall be accompanied by a copy of proof of purchase of the equipment subject to the claim and must include the date of purchase.
- B.** Upon receipt of such claim, NTE’s after-sales service department will carry out an analysis within the shortest time frame possible, resolving whether to proceed under the protection of the provisions of this warranty document, and informing the client of this decision and next steps to follow. The return of the equipment or product subject to the claim may not be made without the prior written consent of NTE’s customer service department.
- C.** Having established the justification for the warranty claim, NTE after-sales service will organize, at its own expense, the repair and—when this is not possible—the replacement of the equipment, item, or defective product for a new one.
- D.** If the equipment, item, or product justifiably claimed under this warranty is discontinued within the portfolio of NTE products, the manufacturer reserves the right to supply the customer with a later model replacement in order to resolve accepted warranty claims

E. All equipment, items or products replaced after applying this warranty become the property of NTE.

F. The warranty rights established herein do not necessarily cover the transportation costs of defective lighting equipment, items, or products back to NTE and their subsequent return to the client. It does not cover, likewise, the intervention costs of disassembling the defective equipment, nor the subsequent reinstallation of equipment parts, all of the above except in the case of equipment, items or products purchased for use in the territory of the European Union, in which case compliance shall fall under the provisions of Law 23/2003 of July 10, which transposes European Directive 1999/44/EC into Spanish law.

EXCLUSIONS AND WARRANTY LIMITATIONS

In general, the warranty claims set forth herein shall not apply to damage, malfunctions or failures in the operation or service of lighting equipment, items, or products due to:

A. Possible accidents, impacts, tampering or negligent use, or the improper or clearly inappropriate use of the equipment, item, or product under warranty.

B. Failure to follow the instructions for installation, use and maintenance set forth in the accompanying documentation provided and/or national or local technical and safety regulations and standards, which shall be implemented during product use at all times (for example, Low-Voltage Electrotechnical Regulations and Supplementary Technical Instructions, Electromagnetic Compatibility, European Standard EN-60598, etc.).

C. Prolonged exposure to corrosive and deteriorating environments, such as aggressive gases of chemical origin or overexposure to salt air, without adequate preparation for these environments.

D. Section and length of the supply wiring inadequate to the characteristics and section of the ballast connection terminals.

E. Modifications, installations, repairs, or misuses applied to the inside of the equipment, item or product supplied unless carried out by authorized NTE after-sales service personnel.

F. Damage caused by floods, pests, earthquakes, third-party actions, or any other force majeure beyond the normal operation of the equipment and the control of NTE.

NTE is not liable to the customer, directly or indirectly, for any failure or delay in the implementation of its warranty obligations caused by force majeure or any other unforeseen incident beyond NTE's control.

NTE's responsibility derived from this warranty is limited to the obligations specified above and, quantitatively, the amount of the invoice paid by the customer for purchase of the equipment, items, or product subject to the claim. Any liability for consequential damages such as loss of revenue or operating profits, etc., is expressly excluded.

NTE will only be responsible for the lighting equipment, item or product lack of conformity characteristics as mentioned in this warranty when it is a result of improper installation, when the installation is included in the purchase agreement and has been conducted by NTE staff or those authorized by NTE, or by the consumer when incorrect installation is due to an error in the installation instructions.

The above warranty limitations apply provided they do not violate the laws applicable in each country with respect to product liability. If such violation overrides any of the above provisions, nullity shall only affect that particular provision, with the rest still valid. Specifically, this is any application exception reflected in these warranty provisions that violates the provisions of Law 23/2003 of July 10, transposing EU Directive 1999/44/EC on Spanish legislation, and that affects lighting equipment purchased for use within the European Union.

Any other warranty rights not expressly mentioned in this NTE warranty certificate are excluded.

DURATION OF WARRANTY

The warranty established herein may be exercised during the term established in each case and immediately upon detection, unless there exist visible and obvious defects before installing the product. In such case, the claim must be made within a maximum period of two (2) months from the date of delivery to the first purchaser or within three (3) months from the date of delivery from the NTE warehouse, and, if so, these must be visible and obvious product defects observed prior to installation.

In general, NTE grants a 5-year warranty on the products covered by this document, except in cases otherwise indicated. This guarantee is based on an average use of 14 hours a day maximum for LED equipment, items, or products.

EFFECTIVE DATE, APPLICATION AND VALIDITY

This warranty certificate is valid from the date indicated in your purchase and shall apply to all NTE-brand lighting equipment, items, or products. This certificate remains valid until edits are carried out, which will be communicated in writing and with sufficient notice.


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