

## The following rules apply to all products by the brand SITOLUX

If the product should become damaged within the the first 60 months after purchase (hall radiator BASIC 50,000 operating hours), due to detected manufacturing or material defects, SITOLUX GmbH will fix the error without additional charges in accordance with the following conditions.

1. Elimination of the defect shall be carried out by SITOLUX GmbH by repair or replacement. Any replaced parts and devices become the property of SITOLUX GmbH. Further claims against SITOLUX GmbH, in particular on the return of the goods against purchase price, purchase price reduction or compensation are not justified thereby.
2. If the device is transported only for the purpose of troubleshooting, this is done on the senders risk. The costs of unsolicited submissions to the SITOLUX GmbH or to the SITOLUX Service Center are carried out by the sender. Expenditures of whatever kind will not be reimbursed.
3. Excluded from the free debugging are:
  - a. Damages and losses caused by the device or its use, as well as damage to local conditions, such as installation errors, fire, lightning, external forces, liquid, tobacco smoke, deposits, forming gases (e.g., artificial mist, insect spray), etc.
  - b. Damage caused by procedures by persons who are not authorized by us to do so.
  - c. Devices where the fabrication number has been removed or destroyed.
  - d. Damages due to non-observance of the operating instructions, e.g. connection to a incorrect voltage or current, damage caused by negligent handling or abuse.
4. If an error occurs, please contact our service center (Tel. +49 (0) 7472 43044-00) within the time limit of 60 months from the date of purchase (High Bay BASIC 50.000 hours lifespan).
5. In order to be able to claim the defect, the purchase document must be submitted.
6. Precondition for the warranty is a proper installation. This must be proven by the buyer.
7. The elimination of errors by SITOLUX GmbH means neither an extension nor a new beginning of the 60-month period (BASIC 50.000 hours lifespan). The claim for free troubleshooting by SITOLUX GmbH refers only to the original purchaser and is not transferable.
8. Of course, you can claim these services if you have aquired the device in countries of the European Union, the European Economic Area or in Switzerland..