

# TEN YEAR WARRANTY SCHEME FOR ESCAP EMERGENCY AND EXIT LIGHTS

Teknoware's self-contained ESCAP emergency and exit lights, equipped with a super capacitor backup, are maintenance-free for at least 10 years. Teknoware commits to this by providing a 10 year Warranty Scheme for all ESCAP emergency and exit lights. The Warranty Scheme covers the components which typically wear out, meaning the backup power

source (super capacitors) and the light source (LEDs). The Warranty Scheme covers the production and material failures during ten years, starting from the original purchasing date.



## General information

1. This Warranty Scheme is provided by Teknoware Oy, Ilmarisentie 8, 15200 Lahti, Finland.
2. This Warranty Scheme covers all Teknoware's self-contained ESCAP emergency and exit lights, which have been purchased after the 1st of January, 2008. The Warranty Scheme covers the backup power source (super capacitor/s) and the light source (LED/s) of the luminaire, if the luminaire does not fulfill the performance requirements, which were applied on its manufacturing date. Otherwise, the normal warranty, which is valid for two years from the purchasing date, and where the conditions of Orgalime S2000 are applied to, is valid.
3. The Warranty Scheme is valid, provided that the luminaire ambient temperature has been between -25°C and +30°C during all times.
4. The product has been installed and used according to the installation guide of the product.
5. The Warranty cannot be transferred. The Warranty is valid only, if the product has been purchased either directly from Teknoware, or from an authorized distributor.
6. In order to take advantage of the Warranty Scheme, Teknoware Oy must be informed about the fault immediately after it has been detected. The faulty luminaire must be returned to After Sales department of Teknoware Oy for repairs, together with the purchase documents (invoice, receipt) and a clear description about the problem. If the fault is verified to be according to the terms of the Warranty Scheme, Teknoware Oy shall take care of the transport costs. Alternatively, Teknoware Oy can also supply the necessary spare parts to the customer, assuming the rest of the conditions of this Warranty Scheme are met.
7. If required, a representative of Teknoware Oy must be granted an entry to the installation site of the luminaire.
8. Within the limits of this Warranty Scheme, Teknoware Oy commits, within its own discretion, to either repair or change any component of the luminaire. In case there aren't any spare parts available for the original luminaire, can Teknoware Oy, within its own discretion, offer to replace the ESCAP luminaire with a new,

equivalent luminaire, or to offer a compensation, in proportion to the remaining Warranty time. The new ESCAP luminaire will be granted an equivalent Warranty, which remains of the original Warranty, on the date of the reclaim. The components, which are repaired or changed according to the Warranty Scheme, are granted the same Warranty, which remains of the original Warranty, on the date of the reclaim.

9. The Warranty Scheme does not cover neither the costs of the installation or removal of the luminaire at the installation site, nor any other indirect costs.
10. The terms of this Warranty Scheme are valid until further notice. They can be replaced with a new version of the Warranty Scheme, and applied for the luminaires produced after its publication.

## This ten year Warranty Scheme is not valid,

1. if the ambient temperature of the installed ESCAP luminaire has not been between -25°C and +30°C at all times
2. if the fault is due to the installation of the luminaire in conditions, for which the luminaire is not suitable, according to its IP class
3. if the fault is a mechanical damage, which is a result of a faulty handling of the luminaire, or has been occurred during or as a result of a faulty installation (the instructions for installing the luminaire, and for its safe usage and storage, can be found in the installation guide of the luminaire)
4. if the fault is occurred due to any modifications made in the luminaire, by any person, who is not a representative of Teknoware Oy, or of a service company authorized by Teknoware Oy
5. if the fault is due to damage caused by a service procedure (including all updates), by any person, who is not a representative of Teknoware Oy, or of a service company authorized by Teknoware Oy
6. if the original serial number or manufacturing date on the luminaire has been deleted or cannot be read.