

## WARRANTY TERMS AND CONDITIONS | JEL PRODUCTS

This Warranty Statement sets forth the standard warranty terms for the sale of LED lighting products from the DCbright range, manufactured entirely or in part by DCbright or JEL Products (hereinafter referred to as the “Products”). Only the purchaser that has purchased Products directly from JEL Products (hereinafter referred to as the “Customer”) can derive any rights from this Warranty Statement. This Warranty Statement applies to Products purchased on or after **12 December 2024**.

This Warranty Statement should be read in conjunction with the General Terms and Conditions for the Sale of Products and Services of JEL Products, unless otherwise agreed in a legally binding agreement between JEL Products and the Customer. In the event of any conflict between this Warranty Statement and the General Terms and Conditions with respect to the Products, this Warranty Statement shall prevail.

### 1. Standard Warranty

**1.1** JEL Products warrants that the Products will be free from defects in material or workmanship for a period of five (5) years (the “Warranty Period”), subject to the exclusions, limitations, and conditions stated herein. The Warranty Period commences on the date of the invoice for the Product, unless otherwise confirmed in writing by JEL Products.

**1.2** A “Defect” is defined as any flaw in material or workmanship that causes the Product to fail to operate in accordance with the specifications provided by JEL Products, taking into account the overall performance of the Product.

### 2. Extended Warranty for DCbright Luminaires

**2.1** Provided that maintenance is carried out at least once every 24 months by JEL Products or by individuals authorized by JEL Products to do so, the Warranty Period for DCbright DarkLicht type luminaires is extended to ten (10) years.

**2.2** The extended warranty covers material defects that adversely affect the operation of the DCbright DarkLicht luminaires. The extended warranty applies to a maximum of 4,500 operating hours per year and to an ambient temperature of up to +50°C.

**2.3** To maintain the extended warranty, annual maintenance reports must be submitted to JEL Products. If maintenance is not performed in accordance with JEL Products’ specifications, the extended warranty will lapse.



### 3. Conditions for Submitting a Warranty Claim

**3.1** The Customer must be able to provide valid proof of purchase.

**3.2** Warranty claims must be submitted in writing to JEL Products within thirty (30) days of the discovery of the Defect.

**3.3** The Customer shall grant JEL Products access to the Product to inspect the Defect and, upon request, send the defective Product to our headquarters based in Nijkerk, the Netherlands for further analysis.

**3.4** The Customer shall agree to the test specifications proposed by JEL Products to determine whether a Defect exists.

### 4. Repair or Replacement

**4.1** JEL Products reserves the right, at its discretion, to repair the Defective Product, supply a replacement product, or issue an appropriate credit for the purchase price within a reasonable period. Any repairs, replacements, or remedies shall not extend the original Warranty Period.

**4.2** Replacement products may show minor deviations in design or specifications, provided that such deviations do not affect the functionality of the Product.

### 5. Exclusions

**5.1** This warranty does not cover costs related to (de)mounting, removal, or replacement of Products, structures, or other parts of the Customer's facility.

**5.2** JEL Products is not liable for Defects arising from:

1. **Force majeure** (e.g., natural disasters, war, vandalism, etc.);
2. Improper installation, misuse, maintenance, or modifications to the Products;
3. Operating conditions that deviate from JEL Products' specifications;
4. Extremely corrosive environments, excessive wear and tear, neglect, or abuse;
5. Any attempt to repair or modify the Product without JEL Products' prior written consent.



## 6. General Conditions for Power Supply and Limit Values

**6.1** When using our Products, the power supply must meet the normal and expected conditions as prescribed by the applicable standards (grid codes) and specifications. No abnormal conditions should occur in the power supply that may adversely affect the performance of our Products.

**6.2** Voltage levels must remain within the limits specified on the driver or control gear of the Product. Voltage spikes, surges, and drops that exceed these limits are not permitted.

**6.3** The power supply must comply with the EN50160 standard, which describes the general characteristics of voltage in public electricity networks. Any deviation from this standard, such as voltage excursions beyond acceptable limits, is deemed an abnormal condition and falls outside this warranty and any related liability provisions for our Products.

**6.4** Failure to adhere to the above requirements may result in damage to the Products, for which we accept no liability. Any defects or issues arising from abnormal power supply conditions are not covered by this warranty.

**6.5** It is the user's responsibility to ensure the power supply remains stable and within the specified limits indicated on the Products. All relevant technical regulations must be strictly observed during installation and use to ensure proper operation and product longevity. These general conditions apply to all Products and services delivered by our company and form an integral part of every agreement between us and the Customer.

## 7. Maintenance Requirements for Extended Warranty

**7.1** Maintenance, in an interval of once every 24 months is carried out by JEL Products or authorized personnel is required to preserve the ten-year (10) extended warranty for DarkLicht luminaires. This maintenance includes inspection, cleaning, checking seals, heatsinks, construction, and electronic components. More information about the exact requirements for correct maintenance is available in the product manual.

**7.2** Failure to comply with these maintenance requirements voids the extended warranty, and the standard five-year warranty will then apply.



## 8. Customer Obligations

**8.1** The Customer must notify JEL Products in writing of any Defect before the expiry of the Warranty Period.

**8.2** The Customer shall keep records of purchase and installation available for inspection by JEL Products.

**8.3** The Customer shall maintain all relevant operational data for the Product, including installation details, application information, operating hours, switching cycles, and the number of failures.

**8.4** The Customer must take steps to prevent further damage to the Product after discovering a Defect.

**8.5** The Customer shall grant JEL Products or its representatives access to the location of the Product for inspection or investigation.

## 9. Limitation of Liability

**9.1** Except as specifically provided in this Warranty Statement, JEL Products shall not be liable for any damages caused by the Products or Defective Products, including lost profits, lost savings, or any indirect, special, incidental, or consequential damages, irrespective of the legal theory upon which such damages may be based.

## 10. Amendments

**10.1** JEL Products reserves the right to modify this Warranty Statement from time to time. Any modifications will become effective for all orders placed on or after the effective date of such modification.



## 11. Applicable Conditions for DCbright Products

**11.1** The Warranty Period is based on a maximum of 4,500 operating hours per year.

**11.2** The warranty applies at an ambient temperature of up to +50°C, unless otherwise agreed.

**11.3** JEL Products has no warranty obligations for Defects caused by components such as power supplies, control modules, or drivers if the failure rate of these components is below 0.2% per 1,000 operating hours, calculated based on the total quantity of such components on the same invoice.

### JEL Products

*Date: 12 December 2024*

#### Approved on 12/12/2024:

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Should you have any questions or require further clarification, please contact us directly.

