

Product Warranty Statement 3 Years

Snapper CHEM-HT

Version 6.0, effective 28 August 2026. For the products listed below, this statement replaces all earlier warranty statements issued by JEL Products.

Article 1. Definitions

1.1 JEL Products: JEL Products B.V., established in Nijkerk, the Netherlands, registered with the Dutch Chamber of Commerce under number 98987615.

1.2 Customer: the professional counterparty of JEL Products. This warranty applies exclusively in business to business relationships and not towards consumers.

1.3 Product: the luminaire supplied by JEL Products, including the driver, driver box and mounting hardware supplied by JEL Products.

1.4 Housing: the load bearing enclosure of the luminaire and its structural parts.

1.5 Defect: a deviation from the agreed specification that results from a manufacturing or material fault and that impairs the operation of the product.

1.6 Warranty period: the period stated in article 3.

1.7 Maintenance contract: the inspection and maintenance agreement concluded for the site concerned with JEL Products or with a party appointed by JEL Products.

1.8 Standard article: an article that JEL Products holds in stock as standard under its own article number. Any article that is not held in stock as standard qualifies as a custom article.

Article 2. Scope, order of precedence and language

2.1 This warranty applies to the products listed in article 3.

2.2 The general terms and conditions of JEL Products remain fully applicable. Where this warranty statement deviates from article 11 of those general terms and conditions, this warranty statement prevails on the subject of the warranty.

2.3 This warranty is governed by Dutch law. The United Nations Convention on Contracts for the International Sale of Goods is excluded. Disputes are submitted to the court designated in the general terms and conditions.

2.4 This warranty was drawn up in Dutch and translated into English. In the event of any discrepancy between the Dutch and the English text, the Dutch text prevails.

2.5 The current version of this statement can be downloaded from the JEL Products website. An earlier version applies only to products invoiced before the effective date of this version.

2.6 The burden of proving that a defect falls within this warranty rests with the customer.

Article 3. Warranty period

3.1 The warranty period starts on the invoice date of JEL Products.

3.2 JEL Products warrants the complete product, including the housing, for three years.

3.3 The warranty ends in any event forty two months after the production date of the product. The production date follows from the serial number and can be requested from JEL Products.

3.4 This period is deliberately shorter than the five year period that applies to the other lines. The Snapper CHEM-HT is intended for environments in which chemical load and high temperature occur simultaneously. That combination places a heavier load on every part of the product than any other application in the delivery programme.

3.5 This statement applies to the Snapper CHEM-HT in all versions. For the other JEL Products products, the Warranty Statement 5 Years, 10 Years or 20 Years applies.

Article 4. Operating conditions and application

4.1 The warranty applies when the product is used within the ambient temperature, supply voltage, IP rating, IK rating and mounting method stated on the datasheet.

4.2 Burning hours. JEL Products does not apply a maximum number of burning hours per calendar year. Continuous operation up to 8,760 hours per year is permitted. Instead of an hours limit, the lumen maintenance of article 5 applies, expressed as L90B05 at the stated ambient temperature.

4.3 Corrosivity category. Every product is supplied with a stated corrosivity category in accordance with ISO 12944, where applicable C5-M, C5-I or CX, supported by a salt spray test in accordance with ISO 9227 of at least 1,000 hours. Corrosion occurring within the stated category is covered by this warranty, provided the inspection and maintenance obligation of article 11 has been met.

4.4 The customer states the expected environmental load in the enquiry. If that environment changes materially after handover, for example through a new production process, a different cleaning method or a chemical substance not mentioned in the enquiry, the customer notifies JEL Products in writing. JEL Products then assesses whether the coverage remains unchanged.

4.5 Installation is carried out by qualified personnel, in accordance with the JEL Products installation instructions and the applicable local regulations.

Article 5. Tolerances and photometric performance

5.1 A deviation from the stated luminous flux of no more than 7 percent does not constitute a defect.

5.2 A deviation from the stated colour temperature of no more than 7 percent does not constitute a defect, nor does a colour difference between products from different production batches within the stated tolerance.

5.3 Lumen depreciation within the stated L90B05 value does not constitute a defect. For HT versions the curve per ambient temperature in annex A applies.

5.4 Failure of less than ten percent of the LEDs in a product does not constitute a defect, provided the measured luminous flux remains within the value of article 5.3.

5.5 Cosmetic deviations that do not impair operation, sealing or structural strength do not constitute a defect. This includes superficial discolouration of stainless steel, also known as tea staining, and superficial deposits that are removed by the prescribed cleaning.

Article 6. Power quality and electromagnetic environment

6.1 The supply complies with EN 50160.

6.2 Damage caused by overvoltage, lightning strike, switching surges, harmonics or mains pollution above the immunity level stated on the datasheet is not covered by the warranty.

6.3 The customer provides surge protection where the load on the installation exceeds the built in protection level.

6.4 Use with dimmers, control systems or power supplies not released by JEL Products is not covered by the warranty.

Article 7. Exclusions

7.1 The warranty does not cover:

- a. normal wear;
- b. damage caused by incorrect storage, transport, mounting or connection;
- c. damage caused by mechanical force, vandalism, accident or force of nature;
- d. modifications to or repairs of the product not carried out by or on behalf of JEL Products;
- e. products whose serial number has been removed, altered or rendered illegible;
- f. use outside the ambient temperature, voltage or application stated on the datasheet;
- g. consumable parts and separate seals that are replaced periodically in accordance with the maintenance instructions;
- h. corrosion or deterioration resulting from exposure to substances, concentrations or temperatures exceeding the environment stated in the enquiry and recorded in the order confirmation;
- i. corrosion or deterioration resulting from contact with non stainless metals, ferrous grinding dust, weld spatter or other external iron contamination;
- j. corrosion or deterioration resulting from cleaning with chlorinated, acidic or abrasive agents, with steel brushes or steel wool, or with high pressure cleaning at a shorter distance or a higher pressure than stated in the maintenance instructions;
- k. corrosion or deterioration resulting from mechanical damage to the coating or the surface that has not been repaired in accordance with the JEL Products repair instructions within thirty days of discovery;
- l. corrosion or deterioration resulting from failure to carry out the inspection and maintenance of article 11.

7.2 The warranty further excludes the cost of removal, installation and replacement on site, the cost of access equipment such as aerial platforms, scaffolding and vessels, the cost of downtime or business interruption, and consequential loss.

Article 8. Notification and handling

8.1 The customer reports a defect in writing within thirty days of discovery, stating the serial number, proof of purchase, installation date, estimated burning hours, environmental data and photographic material.

8.2 JEL Products acknowledges the report within two working days and provides a substantive assessment within ten working days of receiving the product or the data requested by JEL Products.

8.3 Returns are accepted only after JEL Products has issued a return number.

8.4 If no defect is established, JEL Products charges the investigation costs and the transport costs.

8.5 For applications designated by the customer in writing in advance as critical, JEL Products makes a loan luminaire available within five working days for the duration of the assessment, subject to availability. This arrangement applies to standard articles only and not to custom articles.

Article 9. Scope of the remedy and allocation of costs

9.1 The warranty covers parts and the repair of those parts. Labour for removal, installation and replacement on site is not covered by the warranty and is for the account of the customer.

9.2 Repair takes place after return of the product or the part concerned to JEL Products in Nijkerk. If the product contains a manufacturing or material fault, JEL Products repairs or replaces it free of charge.

9.3 The cost of shipping the defective product to JEL Products is for the account of the customer. Within the European Union, JEL Products returns the repaired or replacement product free of charge. Outside the European Union, including the Middle East, the return shipment, import duties and customs formalities are for the account of the customer, unless agreed otherwise in writing.

9.4 JEL Products chooses between repair, replacement and credit. Replacement parts may be new or refurbished and meet at least the original specification. If a type has been discontinued, JEL Products may supply a successor with an equivalent or better specification.

9.5 Repair or replacement does not extend the warranty period. A replaced or repaired part carries the remainder of the original period, with a minimum of twelve months.

Article 10. Liability

10.1 The remedy described in this statement is the sole remedy of the customer under this warranty.

10.2 The liability of JEL Products under this warranty is limited to the invoice value of the product concerned.

10.3 A claim under this warranty lapses six months after JEL Products has rejected the claim in writing.

10.4 Mandatory statutory liability, including product liability, remains unaffected.

Article 11. Inspection and maintenance

11.1 The customer inspects and cleans the products in accordance with the schedule below, or in accordance with the product specific maintenance instructions where these differ:

Corrosivity category	Inspection and cleaning
C3 and lower	once every twelve months
C4	once every twelve months
C5-M and C5-I	once every six months
CX and applications with direct salt spray or chemical vapour	once every three months

11.2 Cleaning is carried out with clean fresh water and a pH neutral cleaning agent, using a soft cloth or brush. Chlorinated, acidic and abrasive agents, steel brushes and steel wool are not permitted.

11.3 The inspection covers at least: the condition of the coating or the surface, the seals, the cable glands and their tightening torque, the mounting, and the presence of external iron contamination.

11.4 The customer records the inspections and cleaning carried out, stating date and operator, and submits that record with any claim concerning corrosion.

11.5 Where a maintenance contract has been concluded for the site, the frequency, the activities and the recording follow that contract, and that contract replaces articles 11.1 to 11.4. Because the load differs per site, maintenance is always agreed per site and this warranty provides no standard arrangement for it.

Article 12. Availability of parts

12.1 JEL Products keeps drivers, LED modules and front covers available as separate parts for at least ten years after the end of production of the type concerned, also outside the warranty period and at the prices applicable at that time.

12.2 If an original part is no longer available, JEL Products offers a compatible alternative or a retrofit solution.

Article 13. Transferability

13.1 The warranty is attached to the product and passes to the new owner upon transfer of the installation or of the site, provided the transfer is reported to JEL Products in writing within thirty days and the record of article 11.4 or the running maintenance contract is transferred with it.

13.2 Upon removal and reuse at another site the warranty lapses, unless JEL Products confirms otherwise in writing in advance.

Article 14. Final provisions

14.1 Deviations from this warranty apply only if confirmed in writing by JEL Products.

14.2 If a provision of this warranty is void or voidable, the remaining provisions remain in force and the provision concerned is replaced by a provision that approximates its intent as closely as possible.

14.3 JEL Products may amend this warranty statement for products invoiced after the effective date of the new version.

Annex A. Additional conditions for HT versions

A.1 The warranty on HT versions applies at an ambient temperature up to and including the value stated on the datasheet, measured at the product and not as an average across the space.

A.2 The driver or driver box is placed outside the hot zone, within the temperature limit stated for that component.

A.3 The connecting cable has at least the temperature class stated in the installation instructions, and the cable route does not pass through a zone with a temperature higher than the cable permits.

A.4 Direct radiant heat from a furnace, a pouring stream or a comparable source has been stated in the enquiry and taken into account in the quotation. Radiant heat not stated in the enquiry falls outside the coverage.

A.5 The stated L90B05 value applies per ambient temperature:

Ambient temperature	L90B05
+50 degrees Celsius	360,000 hours
+85 degrees Celsius	103,000 hours
+105 degrees Celsius	71,700 hours
+120 degrees Celsius	51,400 hours

JEL Products B.V., Nijkerk, the Netherlands. Chamber of Commerce 98987615. Version 6.0, 28 August 2026.

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