

Warranty Conditions for METOLIGHT LED Tubes T5-DC series

Purchase and warranty conditions are based expressly on German law only

Thank you for purchasing our METOLIGHT® LED-Tubes. The products are manufactured with the greatest care in work processes certified according to DIN EN ISO 9001 using high-quality branded components. A quality and function test is carried out after the individual work steps for the components of the printed circuit board and power supply and then again in a 48-hour endurance test for the complete LED luminaire. For each batch, we prepare test reports on photometric and electrical data in our own laboratory. These test reports are also linked to your order data in our ERP system and can be recalled at any time. Each LED light is identified by a serial number inside.

If you still have a legitimate reason for complaint, please contact our customer service at 06352-75068-0 or by e-mail at info@asmetec.de.

3 years warranty

The 3-year warranty applies to the operation of the offered LED-Tubes with proper installation, and is divided as follows:

3 years on housing parts, shells, sockets.

For electronic parts such as LEDs, PCB, drivers the warranty is:

Up to 12 months after purchase full warranty exchange or repair.

Up to 24 months after purchase repair free of charge

25-36 months after purchase: 50% cost on repair or exchange.

This warranty covers METOLIGHT LED-Tubes, provided that they are operated in accordance with our instructions, data sheets, operating instructions, ASMETEC technical data and applicable IEC standards. ASMETEC GmbH undertakes to replace, free of charge, the warranty object that has demonstrably failed due to a material or manufacturing defect during the warranty period. Failure within the meaning of this warranty condition includes assemblies or individual LEDs on the assembly which have lost 100% of their luminosity during the warranty period. ASMETEC reserves the right to make its own decisions about the entitlement to the guarantee. This requires a return of the complete product for fault analysis

Warranty services will only be provided if the defective product is presented within the warranty period together with the original invoice or cash receipt (indicating the date of purchase, model designation and name of the dealer). The warranty period begins with the date of purchase. ASMETEC may refuse to provide a free warranty if these documents are not provided or if they are incomplete or illegible. This warranty does not apply if any markings on the product such as model name, serial number etc. are changed, deleted, removed or made illegible. The warranty also expires if the LED lights have been opened by third parties. This warranty does not cover the costs of transporting or dismantling the product to ASMETEC, nor the associated risks.

Our warranty does not cover any of the following:

- Damage or defects caused by use, operation or treatment of the product that do not correspond to normal use. All changes that are common to light emitting diodes, such as loss of brightness or changes in electrical properties and colouring, damage to or changes to the product as a result of improper use or external influences such as ambient climate (temperatures above +40°C, aggressive environmental conditions, overvoltage or undervoltage damage).
- Damage to wearing parts such as dome trim, plugs, plugs, etc. Connection or use of the product for any purpose other than its intended purpose or non-observance of our instructions, data sheets, instruction manuals and technical data supplied by ASMETEC.
- Connection or use of the product in a manner contrary to the applicable technical or safety regulations or standards of the country in which the product is used.
- The connection of LED Tubes to an electronic ballast or dimmer is not possible. Operation or storage in the event of excessive humidity or condensation. Operation in luminaires or under conditions where heat accumulation above 80°C can occur.
- changes in surface quality, appearance and radiation behaviour due to dirt, UV radiation and other external influences
- damage due to force majeure, vandalism or improper handling.

All LED tubes must be operated within the specified specifications. The products must not be opened or modified. Guarantee seals, labels or sealing lacquers must not be broken or damaged.

If the buyer has not received complete specifications, he is obliged to request them in writing from ASMETEC. These include in particular operating voltage, IP protection classification, ambient temperature.

Legal claims

Statutory warranty claims based on German Law shall remain unaffected by this guarantee and shall apply independently and in parallel.

Safety instructions:

- The installation of LED-Tubes may only be carried out by a qualified electrician on powered off luminaires. Not hot plug& play since the charging of ballasts may destroy the tubes.
- Never touch, install, repair or modify the product while it is live.
- Wear protective gloves during installation.
- Note the IP protection classification. If not stated otherwise, the product must always be protected from rain and moisture.
- Do not touch the LEDs or contacts.
- Do not look directly into the light source.
- Do not subject the assemblies or the elements thereon to mechanical stress.
- Do not attempt to repair or modify the product by yourself or in any other way.
- Some products can reach over 50°C in operation.
- LED lamps generate heat during operation. This must be able to drain off by air convection. Heat accumulation will damage LEDs and electronics.
- If you resell the product after it has been installed, you are obliged to attach the prescribed safety instructions and symbols
- Do not touch the LEDs or contacts.



Functional efficiency

- The LED tubes are considered functional when:
- the luminosity is at least 80% of the factory setting,
- the luminaire does not show short dropouts or strong flickering phenomena which can have a disturbing effect, or LEDs, which do not significantly impair the radiation effect and the appearance at the place of use.

Written notification of defects and return of the goods

The written notification of defects and the return of the defective goods shall be sent to

ASMETEC GmbH - Carl-Benz-Str. 4 - 67292 Kirchheimbolanden - Germany - info@asmetec.de

Acceptance of returned goods sent freight forward without prior arrangement will be refused without exception on our part.

Defect check

If during the defect check it turns out that a defect cannot be ascertained despite a detailed examination, that the defect was only created after handover or that the defect was caused by the customer himself, warranty claims are excluded.

The goods will then be returned to the customer in faulty condition and at his own expense, unless he has previously agreed in writing to cover the repair and shipping costs

The above statements are based on our present knowledge. Our statements should not be interpreted as a guarantee of characteristics. The use of our products by our customers is subject to different conditions, therefore none of our customers are relieved of the responsibility of testing our products by themselves. A liability for consequential damage will not be accepted in any case. For damage resulting from the use of this information we can only be held responsible if there is evidence of malice or negligence on our part. This data-sheet replaces any previous data sheets.

ASMETEC, METODRILL, METOCHECK, METOLIGHT, METOSTAT, METOCLEAN and METO are registered trade marks of ASMETEC GmbH.

WARRANTY-LED-TUBES-T5DC.DOCX, VERSION AUG-19