

## WARRANTY CONDITIONS FOR LED LIGHT SOURCE

Warranty conditions offered by NRG UK Group Ltd for the supply of products that use an LED light source  
Conditions

Because NRG UK Group products have such a high standard of quality, the company can offer a five-year warranty on permanent installations.

### 1. PRODUCTS

This warranty applies to NRG UK Group products that use an LED light source, and it is limited to the LED light source and control gear technologies.

This Warranty covers:

- Luminaires utilized in environments with temperatures that do not exceed 35° C
- Luminaires with measured luminous flux greater than 65% of nominal flux defects which exceed the nominal failure rate of 0.2% per 1,000 hours of use

### 2. WARRANTY CONDITIONS

This warranty will be effective only provided that:

- The consumer utilizes the NRG UK Group product according to the product's specifications;
- The product is properly installed by qualified technical staff who meet the respective regulatory requirements;
- The consumer has not modified the luminaires and/or no maintenance/repairs have been performed without the written authorization of NRG UK Group Engineering Department;
- The customer has made regular payment for the product in compliance with the agreed terms of payment.

### ADDITIONAL CONDITIONS

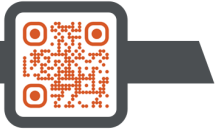
Defective products must be sent NRG UK Group within 10 days after the malfunction is discovered, or this warranty will be null and void, and the costs of the shipment will be the customer's responsibility. The customer is responsible for the costs of disassembly and reassembly.

**Any costs incurred to access the installation site (for example, mobile scaffolding, lifts, opening up areas during evening hours, third party assistance) are the customer's responsibility.**

### 3. TERM AND LIMITS OF WARRANTY

The warranty NRG UK Group offers the CUSTOMER for NRG UK Group products that use an LED light source, has a validity of five (5) years.





To ensure that the product warranty coincides with the manufacturer's warranty, the warranty is extended for an additional 6 months from manufacture date indicated on the product, up to a maximum of 66 months after the manufacture date.

This date can easily be identified on the product label.

Beyond 30,000 hours of operation, this warranty covers only the LED light source, provided it is verified that output is greater than 65% of nominal value.

#### 4. EXCLUSIONS

The warranty does not cover:

Damage caused by transport; damage caused by using the luminaire under inappropriate environmental conditions; damage caused by negligence, lack of maintenance, or attempts to repair it by unqualified or unauthorized personnel, or by using non-original accessories or parts; luminaires installed in systems that have an imbalance (voltage/current) in the power factor of less than 0.8; luminaires installed in systems without protection against power surges of any kind (for example lightning);

Systems with more than 30 luminaires on the same line (Phase — Neutral). If the system has a 2- or 3-pole upstream circuit breaker, the maximum number of luminaires must be reduced by 20% or 30%, respectively.

#### 5. APPLICATION OF THE WARRANTY

The contractual warranty set out herein is effective only if the customer submits a written complaint to NRG UK Group, to be sent by registered letter with advice of receipt, no later than eight (8) days after the luminaire begins to function poorly, or it will be null and void.

In order to avail himself of the contractual warranty provided here, the CUSTOMER must provide proof that he has complied with the above conditions.

The warranty is offered to the END CUSTOMER and is valid for the first installation of the luminaires. Subsequent installations of said luminaires are not covered by this warranty.

Defects in the luminaires will be evaluated by NRG UK Group, which will have sole discretion to determine whether they are covered by the warranty conditions set out herein.

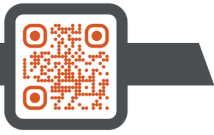
If NRG UK Group recognises the product defect reported by the customer, they will have the right to a replacement or to a repair of that item as a whole, or of the relevant control gear, if (at NRG UK Group's sole, irrevocable discretion) the problem is relative to that part.

NRG UK Group reserves the right to replace a defective product with another product with a similar design and the same or better performance, or to refund the customer for the purchase price.

Replacement products retain the terms of the original warranty.

The costs of labour to replace luminaires are not covered, nor is any damage, even if only indirect, connected to the luminaire's defect.





No agent, distributor or dealer is in any way authorized to change, modify or extend the terms of the warranty on behalf of NRG UK Group, under any circumstances.

At NRG UK Group request, non-conforming or defective products will become the property of NRG as soon as they are replaced.

**6. WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (“WEEE”)**

The buyer shall be responsible for financing the collection treatment recovery and environmentally sound disposal of all WEEE arising or deriving from the goods and all WEEE arising or deriving from goods placed on the market prior to 13 August 2005 where such goods are to be replaced by the goods and the goods are of an equivalent type or are fulfilling the same function as that of such goods and to comply with all additional obligations placed upon the buyer by the WEEE Regulations by virtue of the buyer accepting the responsibility herein and to provide the Company’s WEEE compliance scheme operator with such data, documents, information and other assistance as such scheme operator may from time to time reasonably require to enable such operator to satisfy the obligations assumed by it as a result of the Company’s membership of the operator’s compliance scheme. The buyer shall be responsible for all costs and expenses arising from and relating to its obligations above. Further information in respect of the arrangements set out above can be found at [www.electrolink.eu.com](http://www.electrolink.eu.com) by clicking on ‘BUSINESS WEEE COLLECTIONS,’ then clicking ‘continue’ under final users, and then entering WEEE registration number WEE/HC0061TU where prompted.

**7. GOVERNING LAW - JURISDICTION**

The application, interpretation and all questions pertaining to the validity and effects of this contractual warranty shall be determined and governed by UK law.

Any and all disputes in any way related to this warranty or connected or related to it shall be subject to the exclusive jurisdiction of the Courts of UK.

Signed:

SIGNED: DANIEL CRICKMAR  
POSITION: MANAGING DIRECTOR  
DATED: 7.11.2024

