

# GUARANTEE



The following attributes **allow us to extend the **GUARANTEE** on our products** thus confirming confidence in their reliability.



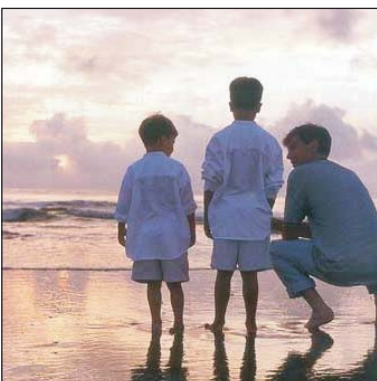
**CONSTANT INNOVATION AND TOTAL QUALITY** offered by our products and applied to all our processes.



**ASSISTANCE** permanent and efficient for our clients.



**TRUST** given to us by our clients.



**ENVIRONMENT FRIENDSHIP** applied in our manufacturing processes and with which our products operate.

The ELT auxiliary components for lighting are designed in accordance with the current IEC (International Electro technical Commission) regulations and are manufactured under the strictest quality criteria which are based, amongst others, on the management regulations ISO-9001 and ISO-14001. This allows us to guarantee all the products that we manufacture and ensure their long life.

## **3 year guarantee** for ELT's products.

A manufacturer's general guarantee for three (3) years for the following components:

- Magnetic ballasts for fluorescent lamps.
- Electronic ballasts for fluorescent lamps.
- Transformers for halogen lamps.
- Electronic transformers for halogen lamps.
- Assemblies for H.P. Sodium, Mercury vapour and Metal Halide lamps.
- Bi-power system
- Ignitors
- Capacitors integrated within our assemblies

This is the normal period of guarantee that we offer as of the first of January 2005, which exceeds the time legally established by the Spanish and European regulations. This is a benefit our clients are able to pass on to their products, clients and installations.

## ELT also offers an **extended guarantee of 5 years**.

For its products provided that the lighting installation in which they form a part is made up totally of components made by ELT, this way fulfilling the conditions of use and installation that we give. The guarantee will also be valid if other components are used in the installation, when said components are marked with the international official approval in accordance with the IEC regulations.

In order for this extended guarantee to take effect, the lighting installation must be registered at ELT within a maximum period of



These guarantees are subject to the following conditions:

The start of the guarantee is marked by the manufacturing date, this is supported by the batch number that is marked on the component.

ELT will carry out the repair, exchange, or payment of those components which fail to operate correctly due to defective material or a manufacturing fault when said components are still within their period of guarantee, following its own criteria.

The guarantee only covers defective material or manufacturing faults in components manufactured or supplied by ELT. The guarantee does not cover cases in which ELT is not responsible for the defects or faults or in any of the following cases:

- Incorrect or abusive use. Any fault that can be attributed to the client or a third party, especially when the conditions of use and installation given by ELT in its catalogues, product information sheets and technical documentation are not respected.
- Faults or fluctuations in the electrical supply.
- Abnormal functioning conditions.
- Force Majeure, such as: Fire, floods, war, acts of violence or vandalism or similar situations.
- Faults in any accessory or other component (even in the case that they were manufactured by ELT) not covered by this guarantee.
- Maintenance or replacement of the component carried out by any person not authorized by ELT.
- Damage, change or elimination of the component's batch number.

The legal guarantee rights that are applicable to our products do not vary due to this guarantee and continue to be independently valid.

Any claim on the guarantee must be made by the ELT direct client. In order to make a claim the client must communicate their problem to the ELT's commercial department. If the component is covered by the five year guarantee the claim must be accompanied by a copy of the correctly filled in and stamped form as evidence that it has been registered in ELT.

The period of guarantee is not extended due to any maintenance carried out under this guarantee.

ELT reserves the right to make the final decision on any guarantee claim and promises to quickly deal with any claim in a complete, reliable and honest way.

ELT reserves the right to change these terms and conditions for future guarantees without previous notice.

Notice: This is an accurate translation of the Spanish text version. The spanish text version remains the sole legal binding text.





# Installation Registration Form

Registration N°

Please, use this form to register the installation of ELT's components and extend their guarantee to five years (according to specifications).

## Client Information:

Name* .....	Postcode* .....
Street* .....	Town/City* .....
Person of Contact* .....	Telephone* .....

## Installation data:

Name* .....	Postcode* .....
Street* .....	Town/City* .....
Person of Contact* .....	Telephone* .....

Give a brief description of the installation and its surroundings.

	Exposure to the elements <input type="checkbox"/>
	Public road <input type="checkbox"/>
	Tunnel <input type="checkbox"/>
	Factory / Industrial <input type="checkbox"/>
	Warehouse <input type="checkbox"/>
	Office <input type="checkbox"/>
	Domestic Use <input type="checkbox"/>
	<input type="checkbox"/>

Date that the installation was switched on* .....	Operation
Mains voltage between phases      Max .....V      Min .....V	Days per year* .....
Mains Voltage between phase and neutral      Max .....V      Min .....V	Hours per day* .....
Room temperature (only interior installations) .....°C	N° switches on per day* .....

Luminaire	Lamp	Component (ELT)*	Batch*	Quantity*
(F)* .....	(F)* .....			
(M)* .....	(M)* .....			
(F).....	(F).....			
(M).....	(M).....			
(F).....	(F).....			
(M).....	(M).....			
(F).....	(F).....			
(M).....	(M).....			
(F).....	(F).....			
(M).....	(M).....			

(F) Manufacturer      (M) Model

<p>This form must be filled in and signed by the client.</p> <p style="text-align: right;">Signature or stamp:</p> <p>Name*:</p> <p>.....</p> <p>.....</p> <p style="text-align: right;">Date*:</p> <p>.....</p>	<p>Confirmation that the installation has been registered and of the 5 year guarantees</p> <p style="text-align: right;">Signature or stamp:</p> <p>ELT Zaragoza Commercial Department:</p> <p>.....</p> <p>.....</p> <p style="text-align: right;">Date:</p> <p>.....</p>
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\*Mandatory Information

### Notes:

- The valid batch number for the 2P (bi-power), ARCE and those similar, is the one marked on the ballast
- In the case that the assembly is carried out by the client each of the component's batch numbers must be registered.
- To make any claim this form, correctly filled in and stamped by ELT, must be presented.
- If necessary any other observation, plan, diagram, detail etc., can be sent together with this form.

Please send this form by post or fax to:

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 Polígono Industrial de Malpica c/E nº 11 50016 Zaragoza (España)  
 Tel. +34 976 573 660      Fax +34 976 574 960