

This document establishes the warranty policy of our organisation, **Jiso Iluminación S.L.**, and is applied only to the luminaires of the brand **Jiso Iluminación S.L.** This warranty policy is subject to the stipulations set forth in this document which are the warranty conditions.

### Warranty Period

Subject to the provisions of the stipulations set forth under the Conditions of the warranty policy and established by virtue of this document, the buyer receives a two-year warranty.

The warranty period begins on the purchase date of the invoice.

The warranty period is not extended by the performance of any maintenance covered by this warranty.

### Warranty Conditions:

- **Jiso Iluminación** will repair or replace free of charge those products or components which can be verified to have failed due to a defect in the materials or to a manufacturing fault, as long as the exercise of the warranty right takes place during its corresponding warranty period, according to its own criterion.
- This warranty does not cover labour costs of dismantling and installation, access to products (elevators, scaffolding, etc.), transport to the installation and special, accessory, direct or indirect damages (such as damage to the property, loss of income/earnings or other costs not mentioned previously).
- If substitution is chosen but could not be done because the product is no longer manufactured and/or is not available due to its technical evolution and its components, Jiso can refund to the buyer the purchase amount or substitute the product by another of that is equal or equivalent (the design and other specifications may vary slightly).
- **Jiso's** warranty is applied only to Jiso clients and never to third parties.
- This warranty policy is subject to the conditions provided in the **Jiso Iluminación** website, [www.jisoiluminacion.com](http://www.jisoiluminacion.com) / *Garantía*.
- The installation and maintenance of the products have to be done by specialised and qualified technical personnel.
- The products have to be installed according to the manufacturer's instructions and recommendations that accompany the products. They are also available and continually updated in the web page: [www.jisoiluminacion.com](http://www.jisoiluminacion.com)
- The products have to be functioning with the electric values, functioning interval and environmental conditions provided in the instructions, recommendations, catalogue, technical sheets, IEC standards and/or any other document supplied with the products. They are also available and continually updated in the web page: [www.jisoiluminacion.com](http://www.jisoiluminacion.com)
- In the LED products, the Warranty period is based on the functioning of 4,000 hours/year at the most.
- The mentioned warranty period is subject to Jiso Iluminación being able to access the defective product to verify the non-conformity, as well as, if necessary, access the installation where said product is installed to verify the installation conditions.

### Exclusions and limitations of the Warranty:

- **Jiso Iluminación** is not responsible for the conditions of the electrical supply, including voltage peaks, voltage fluctuations, control systems, current ripple that surpasses the limits specified for the products and those defined in the pertinent supply standards (for example, the EN50160 standards).
- This warranty is not valid for the damages or failures of functioning for causes of force majeure or of any other type of incorrect use or that which infringes the standards, codes and uses described in the instructions of the article, including without limitation the contents of the regulations on the subject of safety in effect at that time.
- The agents, representatives or distributors are not authorised to modify, change or extend in any aspect the terms of **Jiso's** warranty.
- The warranty will lose all its validity in case persons not duly authorised in writing by **Jiso Iluminación** manipulate or make any type of repair or modification of the products.
- The warranty will not be valid if it is not accompanied by its corresponding invoice or purchase ticket.
- The warranty period is not extended by the execution of any maintenance covered by this warranty.
- This warranty does not cover:
  - Exposure to corrosive atmospheres or aggressive gases of a chemical origin.
  - Accidents, or negligent, improper or inadequate use.
  - Use of the product at a room temperature below -20° C or over 60° C.
  - In the LED light sources, failures below 0.2 for each 1000h.
  - Loss of luminous flux below 30% in LED light sources.
  - Relative humidity in the installation above 80%, or exceeding the IP degree of the product if it is specified (they are luminaires for interior use).
  - Closed luminaires with less than 10 mm of air around the body of the product.
  - Force majeure, such as for example: fire, flood, acts of war, of violence or vandalism or similar situations.
  - Where the luminaire, labelling or component has modifications, scratches or marks, and/or its batch number or date are damaged, changed or erased.
  - Damage from cleaning the luminaire with abrasive products, water and other undue cleaning products ... use only a dry cloth.
  - Damage from covering with adhesive tape, ...
  - The electrical components subject to wear: lamps, ...
  - The failures and defects produced by fluctuations in the electric supply.
  - The failures attributable to the client or to any third party.
  - The failures in the products manufactured according to the specifications/plans of the client.
  - Where the product is not used for the purpose for which it was made.
- **Jiso Iluminación S.L.** reserves the right to make modifications at any time and without prior notice. Check the most updated information in the web: [www.jisoiluminacion.com](http://www.jisoiluminacion.com)
- No warranty, expressed or implicit, is granted with respect to the products sold by Jiso but which are not of the **Jiso** brand, including without limitation the guarantees of commercial viability or suitability for a determined purpose; however, the manufacturer's warranties of the corresponding product will be at your disposal upon request and to the extent permitted by the Law and the pertinent contracts.

### Warranty Management:

- **Jiso's** warranty applies only to Jiso clients and never to third parties.
- The warranty claims must be notified by Jiso clients to its agent **Jiso** / **Jiso** Sales Dept. or Technical Dept.: [asistenciatecnica@jisoiluminacion.com](mailto:asistenciatecnica@jisoiluminacion.com) and must specify the following information, at least (additional information can be requested):
  - Defective product (reference).
  - Installation date, invoice date and invoice/delivery slip number and client order number.
  - Detailed description of the problem and quantity and % of failure, date of the failure, ...
  - Application, hours of functioning per day and switching cycles.
- **Jiso Iluminación S.L.** will arrange the pick-up of the impaired product for its analysis. It will be through its transport agencies: charges from other agencies of the client will not be admitted.
- Along with the product, an incident document must accompany it with the data requested above. A copy of an invoice or copy of the purchase ticket can be requested.
- **Jiso Iluminación S.L.** will proceed to the repair or replacement at no charge of those products or components that are verified to have failed due to a defect in the materials or to a failure in manufacturing, whenever the exercise of the warranty right actually takes place within its corresponding warranty period, according to its own criterion.
- **Jiso Iluminación S.L.** can return to the client the returned products that are not considered defective for problem of manufacturing or non-conformities, with the possibility of invoicing the transport costs as well as the management costs.
- In case of discrepancies with the Warranty between the buyer and **Jiso Iluminación S.L.**, both parties will expressly submit to the Courts and Tribunals of Valencia.