

Warranty for infrared emitters

The prerequisite for any warranty by uv-technik Speziallampen GmbH is proper use of the emitters¹. This implies, in particular, that the emitters are not unusable due to external contamination and the instructions for installation, treatment and care paid attention. The warranty also assumes that the installation position of the emitters is observed that cooling takes place according to the regulations and that the emitters are not subjected to any impact or shock. The intended use is explained in the user manual for IR emitters, which can be found at www.uvtechnik.com.

Glass breakage of the emitters is excluded from the warranty.

Unless otherwise specified in the emitter data sheet, in case of proper use, uv-technik Speziallampen GmbH warrants the following operating hours within 2 years of the production date, but at least 12 months after delivery of the lamp in question:

Infrared emitters of the type	warranted operating hours
IRM medium wavelength IR emitters, 900K	5,000 h
IRsM fast medium wavelength IR emitters, up to 1600K	5,000 h
IRK short wavelength IR emitters, up to 2300K	5,000 h
NIR short wavelength IR emitters, above 2300K	1,000 h

Should the operating hours not have reached 1,000 h, uv-technik Speziallampen GmbH will provide a replacement free of charge by delivering a new emitter of the same type.

In cases in which the 1,000 operating hours are exceeded, but the defined „warranted operating hours“ (see table) are not achieved, the customer will have the options of a price rebate on the purchase of a new emitter (of the same type) or a partial refund on the price of the faulty emitter. These are calculated proportionally. The rebate or refund is calculated by setting the missing usable lifetime of the faulty emitter (i.e. the number of operating hours by which the actual operating hours of the faulty emitter fall short of the total operating hours) in relation to the “warranted operation hours” in the table.

Sample calculation: If 8,000 warranted operation hours are given in the above table for a particular emitter, and it fails after 6,000 operating hours, the emitter has run 2,000 hours short, so the customer receives a rebate of one fourth (2,000 : 8,000) of the current price when purchasing a new emitter of the same type, or can alternatively request a corresponding refund (25%) of the price originally paid for the faulty emitter.

The evidence of real operating hours of the emitter must be provide by applicable measures.

In all other cases, the General Terms and Conditions of uv-technik Speziallampen GmbH apply.

The above regulation only applies to the emitters explicitly mentioned in the table from our own production and not to the commercial emitters of other manufacturers in our portfolio.