

GENERAL SALES TERMS

1. The sales terms apply to merchandise EXWORKS of the Factory of AIRFAL INTERNATIONAL, S.L. in Zaragoza, therefore, the transport risks are accountable to the buyer.

2. The minimum order is 50€. In case of not reaching this quantity, 20€ will be charged as order expenses.

3. In case of offering ATEX products, the customer must ensure that any requested requirements are compatible with the EX certificate of the luminaire, in addition to being available in the catalog and product technical data sheet. In this manner, the customer can know, at any moment, the EX marking of the product they purchase and make the choice according to the required characteristics.

4. Claims:

a) As a consequence of transport: Will be accepted in a maximum period of 24 hours following reception of the merchandise, accompanied by photocopy of the Transport Delivery Note in which it will state the brakeage, bad condition, etc.

b) As a consequence of missing pieces: Will be accepted in a maximum period of 24 hours following date of reception.

5. Returns:

Passed 15 days of merchandise reception, the customer will not be able to make any kind of claim or return. Merchandise returns will not be accepted, except previous agreement and authorization by our part, stated in writing.

6. The information published in this catalogue has been carefully collected and is sufficiently precise for most of applications. However, due to the continuing developing and improving of our products, modifications can be introduced in the materials, design, technical specifications and certifications without previous notice. For all this, the measurements must be only taken as a reference and we recommend confirming dimensions before placing orders.

7. The updated information on materials, design, technical specifications, and certifications of the products supplied by AIRFAL INTERNATIONAL, is available in the product technical data sheet, therefore we recommend confirming measurements and technical characteristics before placing an order.

8. AIRFAL INTERNATIONAL, S.L. guarantees that its light fixtures are free of manufacturing defects and labor employed for its producing in a standard manner during 2 years from supply date.

This warranty is conditioned to the proper stocking, installation and maintenance of the product. This guaranty is not applicable to any product that hadn't been installed in accordance with the applicable Electrical Norms, the installation instructions supplied by AIRFAL INTERNATIONAL, S.L. the AENOR Safety standards, the ISO defined standards, and other applicable local legislation. This guaranty does not cover damage in any light fixture due to misuse, excessive force or out of the ordinary and operating conditions that each luminaire is not designed for, as well as against overload or inadequate installation. All luminaries must be tested before final installation.

This guaranty is only applicable to the original buyer or in its case to the first final user. If a guaranty covered product presents any manufacturing defect, contact must be made to our Technical/Quality Department to follow the procedure marked by our Guaranty Service. The Quality Department will indicate to the client the steps to take.

GENERAL PRODUCT WARRANTY CONDITIONS

AIRFAL INTERNATIONAL S.L. guarantees the performance of its products against any defect in materials and workmanship employed for their standard manufacture for TWO years from the date of delivery. Additionally, a mandatory legal extension of 6 months (law 23/2003) is offered, counting from the date of delivery to compensate possible delays for storage.

Additionally, AIRFAL INTERNATIONAL offers an additional guarantee of five (5) years for LED components (modules and drivers) that have an average estimated life by the manufacturer of 50000 or more hours.

Likewise, the period of warranty of repair or replacement of AIRFAL INTERNATIONAL S.L. products extends to 2 or 5 years specified in this extension of the legal warranty.

To make effective such warranty the corresponding claim shall be processed, in writing, to our Quality-Technical Department. Our warranty covers the repair, replacement, or change of the product and/or components without charge to the customer, excluding labor, as well as transport costs resulting from the fulfilment of the warranty.

1. Warranty coverage.

The present warranty covers if the following conditions are met:

1.1 The supplied product is used in accordance with the technical datasheet specifications, regarding both the product and its use.

1.2. The luminous performance (flow) of its LED products during the warranty period will be maintained according to the technical data in the technical datasheet of the led module used in each fixture allowing a tolerance of 5%.

1.3. For products installed outdoors an annual maximum utilization average of 4,000 hours and will have to be used according to technical specifications and installation instructions.

1.4 If the product has been operating in the temperature range specified on its corresponding technical data sheet.

1.5 If the installation and/or assembly of the product has been carried out according to the instructions accompanying the product, and by specialized technical personnel.

1.6. If the product has not been exposed to mechanical loads not conforming to its intended use.

1.7. In relation to electronic equipment, if the product has been installed with lamps in conformity with the corresponding IEC specifications and valid at the time of purchase. In the case of using special lamps or light sources, consult AIRFAL INTERNATIONAL S.L. before purchasing the product.

1.8. If the customer preserves the product which has been allegedly defective in the state in which it is found (including the lamp) for as long as it is necessary for AIRFAL INTERNATIONAL S.L. to carry out the necessary verifications in relation to the problems or defects encountered. No claims will be made for products that have undergone any modification, alteration in their wiring or mechanization of any of their parts.

1.9. If the alleged defect, duly specified and verified in its nature and entity, has been communicated in writing by the client to AIRFAL INTERNATIONAL S.L. in a maximum period of thirty (30) days after its discovery.

1.10. If the customer has paid the product normally, according to the payment conditions established with AIRFAL INTERNATIONAL S.L.

1.11. If the product or any of its parts have been repaired, replaced, adjusted, sealed or modified in any part by the customer or by any other person without the prior written permission of AIRFAL INTERNATIONAL S.L.

1.12. Spare parts: AIRFAL INTERNATIONAL guarantees the availability of spare parts of the main components with equal pieces or their available equivalent in the market at the moment, adjusting to the technologic evolution.

2. The warranty will not be valid in relation to:

2.1. The defects of the product due to unforeseen and unpredictable, accidental events and of major force (including lightning, rays, faults in the network...), that excluded the manufacturing process of the product as the source of them.

* If the product is installed in a chemically aggressive environment, AIRFAL INTERNATIONAL S.L. will have to be informed previously in writing, who will indicate the precautions to take into account, as well as periodic maintenance actions"

2.2 The defects resulting from lightning, transient, and any other electrical phenomenon resulting from perturbations with origin in the power supply of the luminaire, including those referred to in the standard IEC 61000-4-5 (EMC). This warranty will not cover any product that integrates electronic equipment installed in an electrical network with a THD greater than 10% (1)

2.3. The costs arising from the repair of the defect (e.g., expenses of installation and/or disassembly, transport of the defective product and the repaired or new product, provision, maintenance and accommodation expenses, scaffolding or lifting devices); such costs shall be payable by the customer.

2.4 The parts subject to wear and tear, such as for example the lamps.

2.5 Sudden failure equal to or less than ten per cent (10%) of the total number of LED semiconductor (rounding to the nearest unit) of a product during the warranty period.

2.6 Sudden failure equal to or less than five percent (5%) of the total number of Drivers in LED luminaires (rounding to the nearest unit) of a product during the period of warranty.

2.7 Additional control systems not supplied by AIRFAL INTERNATIONAL S.L., such as elements of command and control, sensors, interfaces etc...

2.8 Parts, elements and accessories added to the product not supplied by AIRFAL INTERNATIONAL S.L. subsequently to its delivery.

2.9. Normal wear of the product.

2.10 Use of presence detectors. AIRFAL INTERNATIONAL S.L. does not recommend the use of detectors with power cuts in fluorescent lighting fixtures. In the case of using them, the product warranty will not cover any luminaire whose running time is less than 20 minutes from the start detection. The detector must act on the phase, never on the neutral. To cut neutral causes surges that cause faults in the ballasts.

In the case of a product would present defects covered by this warranty declaration, and whenever conditions are verified, AIRFAL INTERNATIONAL S.L. may undertake, at its discretion, the repair and/ or replacement of the same or

equivalent product, in accordance with the technological advances that have occurred to the original product.

The customer will not have any other right to claim to AIRFAL INTERNATIONAL S.L. in relation to the defective product. In particular, may not debit AIRFAL INTERNATIONAL SL /eventual conservation expenses of the defective product, nor any other indemnity or compensation for damages. Customer is not entitled to claim or ask for a delay in payment.

- (1) The increasing sophistication and complexity of power and control equipment in the luminaires, makes it to be more sensitive to electrical disturbances of all kinds. For this reason, luminaires equipped with led modules that are manufactured at the request of the client with insulation class II and therefore without ground connection, in the absence of this very important protective conductor, cannot be guaranteed for 5 years like the rest (class I).
- (2) The luminaires fitted with LED tubes, will be subject to two different conditions of warranty:
 - i. With LED tubes supplied by AIRFAL INTERNATIONAL, S.L. In this case, the warranty will be the one of the supplied tubes, usually two years.
 - ii. If the luminaire is supplied prepared for led tubes not supplied by AIRFAL INTERNATIONAL, S.L., the warranty will be subject to the characteristics of the led tube used by the client. In no case AIRFAL INTERNATIONAL, S.L. will be responsible for malfunctions of the led tube used by the client, or damage in the fixture caused by the same tube.