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ALVIT STANDARD WARRANTY (5 YEARS) for POWER SUPPLIES and for EMERGENCY SYSTEMS with LED SOURCE

This STANDARD WARRANTY is issued by ALVIT S.r.l. to cover any defects generated in the production process of electronic parts of power supplies and electronic parts of emergency systems, does not cover the power supply batteries.

Warranty Clauses

1. Alvit srl guarantees that its own brand products (batteries excluded) are covered by warranty, only if they are used in accordance with their intended use, for a period of 5 years from the date of production.
2. The guarantee is issued by Alvit srl exclusively to the customer to whom the invoice is made out.
3. The guarantee consists in the repair, or replacement, or issue of a credit note with regard to products found to be defective at the sole discretion of ALVIT S.r.l. or affected by hidden defects.
4. The warranty covers only failures due to proven defects of the material, the design or the manufacturing and that exceed the nominal failure rate. In the case of components or electronic ballasts, the nominal failure rate is 0.2% / 1.000 operating hours, unless the average rated life and rated failure rate of the controllers or components are defined differently in the relevant technical specifications. For the products is assumed a maximum operating duration of 5000 hours per year. Components with relay contacts must not be subjected to more than 20 switching cycles per day; for LED drivers are allowed 20.000 total maximum switching cycles.
5. To obtain the repair/replacement under warranty, it is necessary to send a written communication to Alvit S.r.l by email to customer.service@alvit.it within 30 days from the discovery of the defect. All failed products must be returned to Alvit for inspection. The supplier will send the customer the return authorization for the shipment of the material to be repaired. Articles for which regular return authorization by ALVIT S.r.l. has not been issued, will not be accepted. After analyzing the fault Alvit srl will notify the customer if it is covered by the guarantee for the type of fault detected, indicating the causes. If the fault is covered by the warranty, the supplier will provide its repair or replacement. The supplier may charge the buyer for the costs for returned products that are not defective or non-compliant, together with the costs of associated management, verification and transport.
6. The warranty is only valid if the following conditions are met:
 - The products are used in compliance with what is reported in the technical specifications;
 - The products are installed by qualified personnel in accordance with the instructions of assembly supplied together with the product;
 - The certificate of conformity and final test of site installation in which they are located issued by qualified and authorized personnel must be presented;
 - The payment of the product has been made at the contractual deadlines agreed;
 - No modifications or interventions of any kind are made without written authorization by the supplier;
 - The site in which the ALVIT products are installed has been maintained in a state of efficiency with periodic checks and with the replacement of perishable parts as required by the regulations and conformities of emergency lighting
 - The defected product must be stored by the customer as it is to allow the supplier to carry out all the checks necessary to identify the failure;
7. If the product show any faults and / or defects covered by this warranty, the supplier may proceed at its discretion to the repair and / or replace of the product with an equal or equivalent one (in terms of energy performance), and proceed with the refund to the Purchaser of the

product at the purchase price, compatibly with the technological progress about the defect component, in the technical intervention times that should be necessary or at the sole discretion of ALVIT srl. For the sake of clarity, it is specified that with the terms "repair" and/or "replacement" no expenses or charges, induced by removal from installation and reinstallation are recognized.

8. Alvit S.r.l. cannot and should not be held responsible for the conditions of power supply, power surges, overvoltages, low voltage values, harmonics and other phenomena attributable to the distribution network that could affect on the battery charging circuit which remains continuously active 24 hours a day.
9. The warranty does not cover:
 - Product defects deriving from unforeseen and unforeseeable events such as, for example, unforeseeable circumstances and/or force majeure, vandalism, riots, fire, atmospheric phenomena of particular intensity, and any other event that excludes the traceability of defects to the manufacturing process of the product;
 - Defects deriving from impulsive disturbances (Surge) exceeding the limits provided by the regulations in force in the field;
 - Defects deriving from a tampered product or previously repaired without prior written authorization from the supplier;
 - The ancillary costs deriving from the repair of the defect, the costs for the removal and assembly of the products, labor costs, transport costs of the defective product and any other charge or expense incurred for the repair of the defect, which will remain responsibility of the buyer/client;
 - All material subject to normal deterioration following long periods of use in time;
 - Any damage to equipment or objects, resulting from the malfunction of the product;
 - Improper use, incorrect installation or use;
10. No further claims other than this warranty can be made towards the supplier in relation to the defective product. Compensation or charges of any kind cannot be requested. Expenses related to the storage of the defective product cannot be requested or applied. With the exception of damage with purpose, Alvit srl cannot be held responsible for loss of profit, loss of savings, loss of reputation, loss of goodwill, direct or indirect, consequential or special damages, that arise from or are in connection with the contract or sale of products or services by Alvit or their use, of a contractual or extra-contractual nature or deriving from any other source.

No agent, distributor or reseller is authorized to change, modify or extend the warranty terms on behalf of ALVIT srl.

Alvit reserves the right to modify the terms of this guarantee without prior notice.