

ESB WARRANTY TERM

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ESB has coverage and warranty on its products against manufacturing defects, sold in Brazil for a period of 1 to 5 years (time varies according to the product line, informed in the invoice) counted from the date of issue of the invoice for the acquisition of the product by the customer. ESB may, at any time, upon notice to the customer, terminate this warranty by operation of law in the event of non-compliance with any of the terms below:

This guarantee will be automatically canceled if the products undergo repairs by unauthorized persons, receive mistreatment, or suffer damage resulting from accidents, falls, variations in electrical voltage and network overload, or resulting from misuse of the products by users and in cases of non-compliance with any of the terms below:

The Warranty Term is linked to the Installation recommendations manual of each ESB product.

1. WARRANTY CONDITIONS

- Applied to the entire ESB product line.
- The warranty coverage period begins to be counted from the date of issue of the invoice to purchase the product.
- For APPARENT DEFECTS (visible defects), the guarantee for ESB products is 7 DAYS, counted from the date of receipt of the product by the customer, disregarding the Contractual Warranty period, however, the product packaging must be presented together with the damaged product for analysis of root cause.
- Adequate records of installation history must be maintained. and operation of the site facilities, which may be made available to ESB for inspection.
- An ESB representative must have access to the purchase, failed products, and access to the installation location. If it is identified that the failure was due to external causes, poor packaging, and exposure to moisture, the products involved will not be replaced and the warranty will be disqualified until the CUSTOMER identifies and corrects the cause-problem and the affected products, in case of verification of unjustified warranty travel expenses will be charged to the customer.

2. SITUATIONS NOT COVERED BY THE WARRANTY

- This warranty is void in the event of damage caused by:
- The product has been subjected to unauthorized maintenance.
 - The product shows signs of violation, altered original circuit, and improper use (humidity, excessive temperature, current/voltage above specified).
 - The product has been damaged by accident during transport, installation, humidity, and by agents of nature such as sea air, lightning, floods, or improper storage.
 - No other warranties are provided, express or implied
 - Defects that do not originate from manufacturing;
 - Not using a thermal or electronic photoelectric relay.
 - Failure to use a photoelectric relay with the minimum degree of protection IP66.
 - The use of a relay that does not contain a sealing ring between the socket and relay.
 - Failure to send the thermal or electronic relay together with the product (if the product is activated by relay)
 - Inadequate operation or non-compliance with recommendations in the Product Technical Specification;
 - Modifications, opening of the product or maintenance services carried out by unauthorized companies or persons;
 - Incorrect power supply to the luminaire, such as, for example, inversion between phase and neutral or connection different from what is stated in the technical sheet and in this document.
 - Damage caused by bad weather (lightning, windstorms, etc.).
 - Damage caused by electrical surge.
 - Parts with normal wear and tear.

- This warranty does not cover damages, lost profits, preventive maintenance, or any loss resulting from the use or inability to use the product, nor the cost of repair or replacement of any other property that is damaged.
- Important: The proper functioning of the module installed in your luminaire depends exclusively on its correct use. Before installation, check the characteristics of the network voltage, current, voltage, grounding on the product and the product on the network, polarity inversion, connection diagram, ambient temperature, and temperature designed at the place of operation.

3. PROCEDURE

All warranty periods and conditions in this term are subject to the condition that an ESB technician has access to the product in question to verify its non-compliance. If the necessary access is not possible, for whatever reason, the actions relevant to the guarantee cannot be taken by ESB.

Warranty claims must be communicated formally via email: sac@esblight.com.br within 30 days after the occurrence, specifying the following information (additional information may be required and requested):

1. Type of application.
2. Installation date.
3. Number and date of issue of the purchase invoice.
4. Detailed description of the problem.
5. Start date of occurrence.
6. Number of faulty products.
7. Quantity of products installed on site.

Remove the product and send it to the manufacturer's address for evaluation, repair, or replacement. If the damaged part is activated by a thermal or electronic relay, it must be sent together with the luminaire for technical analysis, under penalty of loss of warranty. The customer will send the faulty luminaire by courier or carrier, informed by ESB, at no cost to the customer. The cost will be charged if the problem is not covered by the warranty. Upon receipt of the material, ESB will have a period of 30 days to analyze the defect, informing the customer if it is covered by the warranty or repair to be paid by the customer.

4. AFTER WARRANTY REPAIR OR EXCLUDED WARRANTY ITEMS

In the case of repair without warranty for any reasons mentioned in this warranty term, the repair of the equipment will only be carried out after the budget has been approved by the customer. The customer will have a period of 60 days to opt for repair or return the product without repair. If you do not respond within 60 days, the products will be returned with shipping paid by the customer. When the warranty is not covered, freight costs are at the expense of the customer.

5. ELECTRICAL CONNECTION DIAGRAM

