



WARRANTY POLICY  
**ZEMPER**

This document describes the terms and conditions of the warranty offered by Electrozemper, S.A. and applies only to the Zemper brand luminaires listed below. This warranty policy is subject to the stipulations set out in this document which are the warranty conditions.

The luminaires covered by this warranty are for DALI-2 and SmartZ® systems of the following families:

- SPAC10
- ALYA MAXI 10
- WALYA MAXI 10
- EXITALYA MAXI 10
- SPAZIO LUZ 10
- SPAZIO ON 10
- DIANA 10
- DIANA IP66 10
- ARIAN 10



## Warranty period

Subject to the stipulations set out in the Terms and Conditions of the warranty policy and established hereunder, the purchaser receives warranty for the relevant period of 10 years. The warranty period begins on the date of issue of the invoice. The warranty period is not extended by the performance of any maintenance work carried out by the purchaser on the products.

## Conditions of the Warranty:

Electrozemper, S.A. will repair or replace free of charge those luminaires or components, which Zemper, after verification, has been able to confirm have failed due to a defect in materials, manufacturing or design, provided that the exercise of the warranty claim occurs within the warranty period.

This warranty is limited to the replacement of complete luminaires or components, and in no case covers expenses such as the following list but not limited to: labour for dismantling and installation, access to the luminaires (lifts, scaffolding...), transport to the installation and special damages, direct or indirect accessories (such as damage to property, loss of income/profits or other costs not mentioned above). The change of colour of the LED modules is excluded from the warranty.

This warranty only applies to customer-invoice and never to third parties.

## Technical Conditions of the Warranty:

The installation and maintenance of the products must be carried out by specialised and qualified technical personnel.

Products shall be installed in accordance with the manufacturer's instructions and recommendations accompanying the products.

The products must be operated within the electrical ratings, operating intervals and environmental conditions provided for in the manufacturer's official documents such as: instructions, recommendations, catalogue, data sheets, and/or any other documents supplied with the products.

The luminaires should be installed indoors and the annual average ambient temperature should be between 20°C and 25°C.

## Exclusions and Limitations of Warranty:

Electrozemper, S.A., is not responsible for power supply and electrical installation conditions, including voltage spikes, voltage fluctuations, current ripple control systems exceeding the specified limits of the products and those defined in the relevant supply and installation standards.

This warranty does not apply to damage or malfunctions caused by force majeure or any type of incorrect or improper use or use in violation of the standards, codes and usages detailed in the product instructions.

This warranty does not cover:

- Exposure to corrosive environments or aggressive gases of chemical origin.
- Relative humidity in the premises above 80%, or exceed the IP rating of the product identified on its label.
- Contingencies of force majeure, such as fire, flood, acts of violence or vandalism or similar situations.
- The luminaire, labelling or component has modifications, breakage or markings, and / or its batch number is damaged, changed or obliterated.
- Damage caused by cleaning the luminaire with abrasives, water and other improper cleaning agents.
- Faults and defects caused by fluctuations in the power supply.
- Failures attributable to the customer or any third party due to tampering or misuse
- A use of the product other than that for which it was designed or intended.

- Malfunctioning of the product due to exceeding 6 months of storage without a full recharge of the product's batteries before this period, regardless of the type of batteries installed in the product.

For any clarification on the content of this warranty policy, please contact our Quality Department by sending an e-mail to the following address: [quality@zemper.com](mailto:quality@zemper.com)



**Jesús Fernández Mendoza**

Quality Manager

Ciudad Real, 8 March 2024