

Guarantee Conditions



Preamble:

Thank you for choosing Hytronik. We are committed to delivering reliable, high-quality products. To ensure customer satisfaction and protect your rights, please read the following guarantee conditions carefully.

1. Scope

This warranty covers all electronic control gear supplied by HYTRONIK, including:

- Motion Sensors
- LED Drivers LED
- Emergency Control Gear (with limited battery warranty)
- Daylight Sensing Devices
- Ancillary Components (e.g., handheld remote controls)

2. Applicable Customers

This warranty is offered only to:

- Direct customers
- Direct business partners
- Their end customers

If you encounter any issues with the product, please contact us by email. Hytronik's sales and technical teams will respond within 24 hours with professional support and data analysis to ensure the product operates as expected.

3. Warranty Period

- Standard Products: 5 years from production date.
- Battery Products: 2 year from the production date, as batteries are consumable items, limited to use in self-contained emergency lighting systems. Use of batteries for other purposes will void the warranty.

△ The warranty only covers the product itself, and does not include any associated costs such as installation, removal, transportation, or labor.

4. Warranty Coverage

This warranty covers only product failures caused by material defects, design faults, or manufacturing errors under normal and proper use.

Proper Use Requirements

- Products must be used strictly in accordance with Hytronik's official specifications, datasheets, product labels, and installation instructions.
- All electrical and environmental parameters (such as temperature, voltage, and humidity) must remain



within the rated limits stated in the documentation.

△ Failure to comply with these requirements will render the warranty null and void.

5. Exclusions

The warranty does not apply to failures or damages resulting from the following causes:

- Improper installation, wiring, or operation.
- Damage during transportation or caused by mishandling.
- External influences such as lightning, surge, earthquake, flood, or other force majeure.
- Use with incompatible or unapproved third-party components or accessories
- Use beyond rated electrical, thermal, or environmental limits.
- Incorrect system configuration or product misuse.

6. Utilization of the Guarantee

1. Notification of Issues

Customers must notify Hytronik promptly upon discovering any product issues, providing product information, a description of the failure, and photos if available.

2. Return of Defective Products

Customers are required to return a sufficient quantity of defective products to Hytronik for analysis and verification.

3. Inspection and Verification

Hytronik's technical team will inspect the returned products to determine whether the defect is due to a product quality issue.

4. Replacement Process

Only defects confirmed as product quality abnormalities will be eligible for replacement.

5. Exclusions

Claims caused by external factors or non-quality issues will not be accepted.

6. Additional Notes

- Advance replacement (sending new items before verification) is generally not provided.
- Hytronik reserves the right to authorize replacement only after analysis of the returned goods.



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