HEP ower for light®

3 Years

Limited warranty policy

HEP Tech Co., Ltd. (“HEP”) is pleased to provide the following limited warranty (this “Limited Warranty”) covering the HEP products listed below, the seller’s liability for the productsshall be limited to the policy.

HEP warrants that the below-referenced products (the “HEP Products”) sold to the purchasers arefree from defects in materials or workmanship for a period of three (3) years from the date of shipment, or for the respective periods of time beginning from the date of manufacture set forthbelow, whichever comes first.

To ensure that the product guarantee matches the guarantee offered by the luminare manufacturer, the guarantee is extended by a further 2 months from the date of manufacture indicated on theproduct, up to a maximum of 38 months from the date of manufacture.

The guarantee is valid for product manufactured by HEP, an indoor range covers HEP indoor Electronic ballasts, Dimmable ballasts, HID Electronic ballasts and Emergency lightingunits have an expected lifetime of 30,000 hours: 38 months from date of manufacture. HEP indoor LED drivers and Electronic transformers have an expected lifetime of 30,000 hours: 38 months from date of manufacture.

Terms & Conditions

This Limited Warranty applies only to the HEP Products which are directpurchased from HEP where the following conditions have been fulfilled:

1. HEP Products that conform to the lamp specification of Philips, Osram, General Electric, Sylvaniaor other brands approved by HEP.

2. HEP Products that have been properly wired and installed; operated within the electrical valuesshown on the product label; and operated in lighting equipment designed and approved for theapproved application, according to the respectively valid IEC standard and under observation ofthe technical parameters defined by HEP, such as temperatures range, cable lengths, wiringdiagram, circuitry, humidity, air movement, and in appropriate luminaries.

   HEP strongly recommend that when using HEP dimmable ballast, the purchaser shall ensure aburn-in time of 100 hours at 100% luminous flux to stabilize illuminant before dimming newfluorescent lamps.

3. HEP Products that experience a failure rate exceeding the nominal failure rate. Nominalfailure rate is defined as failures that may be caused by material malfunction or by failuresduring the production process at a failure rate according to individual specification sheets.

   Notwithstanding the above, this Limited Warranty shall not apply to the extent that any reasonsarise out of or from:

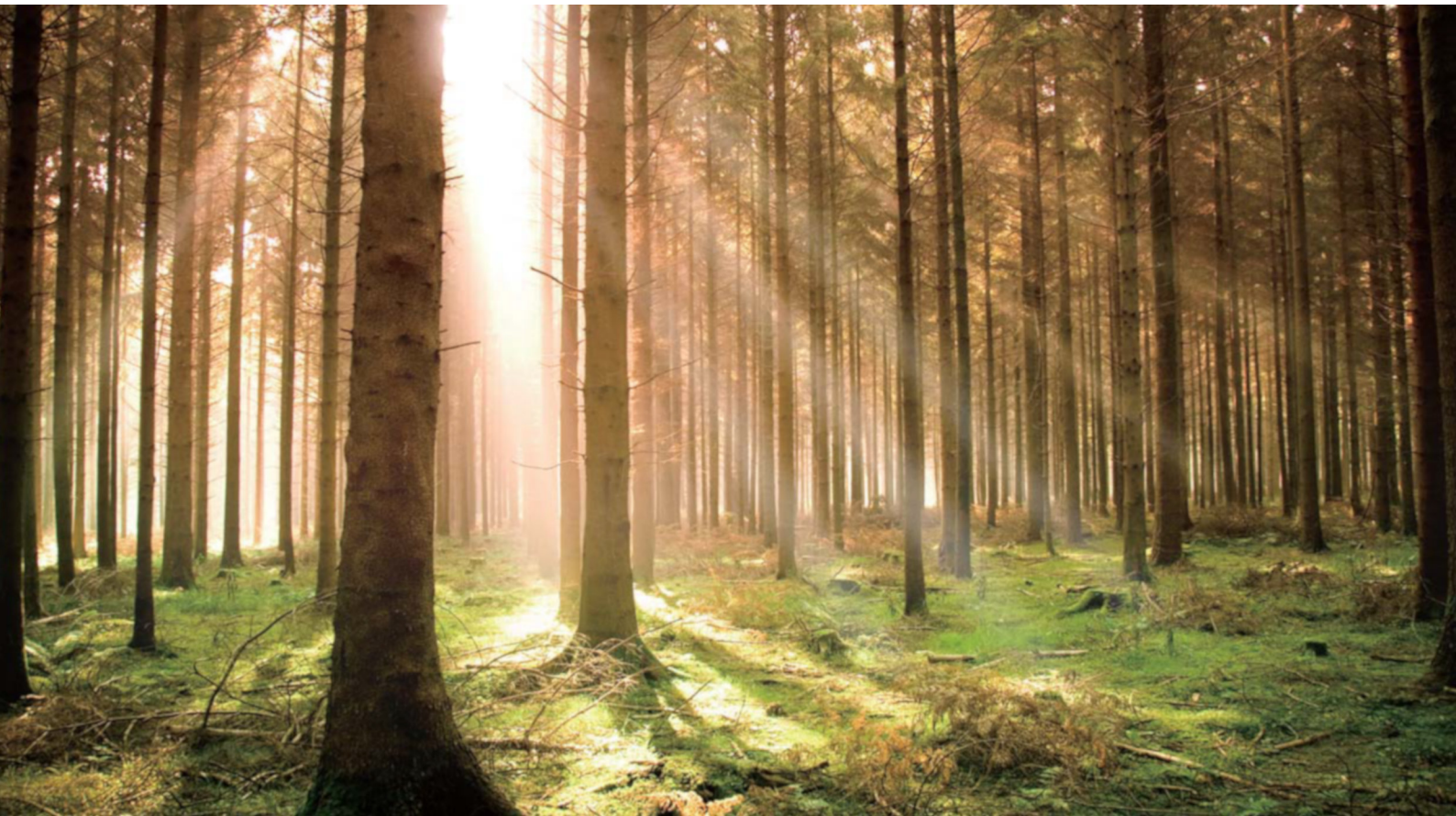
I any modification or combination of the HEP Products not made by HEP, or

II compliance by HEP with information, directions, instructions, or specifications, design(s), customized features, software, requirements, provided ordesignated by the purchasers or its affiliates, or

III any part in the HEP Products supplied or designated by the purchasers or its affiliates, or

IV use of the HEP Products in a way not contemplated under HEP's manual orspecification, or

V the reasons not solely attributable to HEP including but not limited to force majeure, government order, or use in violation of any applicable standard code or instructions foruse in installations including but not limited to those contained in the National ElectricalCode (NEC), the Standards for Safety of Underwriters Laboratory, Inc. (UL), Standardsfor the International Electrotechnical Commission (IEC) Standards for the AmericanNational Standards, abuse, misuse, improper use, improper testing, negligence, accidentalteration, tampering of faulty repair thereof not by HEP.



Warranty Service

the HEP Products are found to be defective under this warranty, HEP shall correct the defects, at its opinion, by either repairing or replacing any defective part or parts or by making available a newreplacement at no charge. HEP reserves the right to invoice for test, repair and shipping cost if the case is verifiably not awarranty case.

Warranty Validation

Warranty Policy will be revised and re-published on web space irregularly, to check revision of warranty should be obligation of our customers to realize new policy and apply. Sales will be noticed all revised / updated warranty, furthermore, updated on to our web space.

Limitation of liability

The liability, if any, of the HEP for any damages arising out of the purchasers or any third partiesshall always be limited to an amount equal to the price paid by the purchaser for the HEP Productsto which the damage relates. The HEP shall in no event be liable for any special, incidental, indirector consequential losses or damages such as loss of profits, loss of contract, damage to property, loss of use, purchase in replacement, or liabilities to third parties.

HEP Tech Co., Ltd.
20 Jingke 7th Rd., Natum Dist.,
Taichung, Taiwan

Tel.:+886 4 3500932 5
Fax.: +886 4 3500932 7

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