

COMMERCIAL WARRANTY OF THE PRODUCT (3 and 5 years)

The warranty policy of the products from JISO ILUMINACIÓN could be extended up to 3 and 5 years depending on the technical features and on the type of products which include these added value. This warranty will be named as a Commercial Warranty and its conditions will be special.

This commercial warranty policy, during the first 2 years, is same as in the standard warranty policy included in the Certificate of Warranty of JISO ILUMINACION (see document in www.jisoiluminacion.com/Descargas/Garantia) and, afterwards, depending on the extended time specified, one year (in case 3 years warranty) or 3 years (in case of 5 years warranty) is added with special conditions that will be totally different from the ones indicated in the standard warranty policy.

Commercial Warranty Period

Subject to the provisions of the stipulations set forth under the Conditions of the warranty policy and established by virtue of this document, the buyer receive an extension of the standard warranty during 1 year (in case of 3 years warranty) and 3 years (in case of 5 years warranty).

The extension period begin after finishing the second year since the purchase of the product.

The extended warranty period will not be extended after any use of the warranty.

Commercial Warranty Conditions:

- Unless the existence of a written document, signed by Jiso Iluminación, S.L., when the guarantee is extended to 5 years, as a result of the integration of a high quality driver, the last two years of the guarantee will be applicable, exclusively, to this driver. This extension will never be applied to the entire fixture.
- If there is a written document, signed by Jiso Iluminación, S.L., in which the 5 years warranty has been extended to the entire fixture, as a result of the integration of a high quality driver, the client will must to confirmed and signed a special document before confirming the order. Without this document the extension of the guarantee to the entire fixture will NOT be effective.
- **Jiso Iluminación** will repair or replace free of charge those products or components which can be verified to have failed due to a defect in the materials or to a manufacturing fault, as long as the exercise of the warranty right takes place during its corresponding warranty period, according to its own criterion.
- This warranty does not cover labour costs of dismantling and installation, access to products (elevators, scaffolding, etc.), transport to the installation and special, accessory, direct or indirect damages (such as damage to the property, loss of income/earnings or other costs not mentioned previously).
- If substitution is chosen but could not be done because the product is no longer manufactured and/or is not available due to its technical evolution and its components, Jiso can refund to the buyer the purchase amount or substitute the product by another of that is equal or equivalent (the design and other specifications may vary slightly).
- **Jiso's** warranty is applied only to Jiso clients, never to third parties, if the product was marked as a 3 or 5 years guarantee when the purchase was done.
- This warranty policy is subject to the conditions provided in the **Jiso Iluminación** website, www.jisoiluminacion.com/Descargas/Garantia.
- The installation and maintenance of the products have to be done by specialised and qualified technical personnel. **Jiso Iluminación, S.L.** could ask customers for a written and technical justification of this issue.
- The products have to be installed according to the manufacturer's instructions and recommendations that accompany the products. They are also available and continually updated in the web page: www.jisoiluminacion.com.
- The products have to be functioning with the electric values, functioning interval and environmental conditions provided in the instructions, recommendations, catalogue, technical sheets, IEC standards and/or any other document supplied with the products. They are also available and continually updated in the web page: www.jisoiluminacion.com.
- In the LED products, the Warranty period is based on the functioning of 4,000 hours/year at the most.
- The mentioned warranty period is subject to Jiso Iluminación being able to access the defective product to verify the non-conformity, as well as, if necessary, access the installation where said product is installed to verify the installation conditions.
- In LED products it must be paid attention to the limitations established regarding to the ambient temperature and humidity, which are included in the technical sheets of each products, because the use out of the ranges will imply the loss of the commercial warranty.

Exclusions and limitations of the warranty:

- **Jiso Iluminación** is not responsible for the conditions of the electrical supply, including voltage peaks, voltage fluctuations, control systems, current ripple that surpasses the limits specified for the products and those defined in the pertinent supply standards (for example, the EN50160 standards).
- This warranty is not valid for the damages or failures of functioning for causes of force majeure or of any other type of incorrect use or that which infringes the standards, codes and uses described in the instructions of the article, including without limitation the contents of the regulations on the subject of safety in effect at that time.
- The agents, representatives or distributors are not authorised to modify, change or extend in any aspect the terms of **Jiso's** warranty.
- The warranty will lose all its validity in case persons not duly authorised in writing by **Jiso Iluminación** manipulate or make any type of repair or modification of the products.
- The warranty will not be valid if it is not accompanied by its corresponding invoice or purchase ticket.
- The client should fulfil all the information required by **Jiso Iluminación, S.L.** and necessary to make a correct analysis of the problem (pictures, technical data of the installation, schemes, etc.). The lack of this information could imply the loss of the guarantee.
- The warranty period is not extended by the execution of any maintenance covered by this warranty.
- This warranty does not cover:
 - Exposure to corrosive atmospheres or aggressive gases of a chemical origin.
 - Accidents, or negligent, improper or inadequate use.
 - The use of the product out of the ambient temperatures rates indicated in data sheet.
 - In the LED light sources, failures below 5% for each 1000h.
 - Failures in luminaries working more than 11h/day, with a maximum of 4.000h/year.
 - Failures in luminaires with lifetime $\geq 30.000h$ if the switching cycles has been higher than 15.000, or, in luminaires with lifetime $< 30.000h$ if the switching cycles has been higher than the half of its lifetime expressed in hours.
 - Loss of luminous flux below 30% in LED sources, as well as tonality changes or darkening.
 - Internal changes in the reflexion of lighting over time or due to the incorrect maintenance.
 - Relative humidity in the installation above 80%, or exceeding the IP degree of the product if it is specified (they are luminaires for interior use).
 - Closed luminaires with less than 10 mm of air around the body of the product.
 - Force majeure, such as for example: fire, flood, acts of war, of violence or vandalism or similar situations.
 - Where the luminaire, labelling or component has modifications, scratches or marks, and/or its batch number or date are damaged, changed or erased.
 - Damage from cleaning the luminaire with abrasive products, water and other undue cleaning products ... use only a dry cloth.
 - Damage from covering with adhesive tape,...
 - The electrical components subject to wear: lamps, ...
 - The failures and defects produced by fluctuations in the electric supply, as well as for the existence of harmonic frequencies due to a lack of effective filters.
 - The failures attributable to the client or to any third party.
 - The failures in the products manufactured according to the specifications/plans of the client.
 - Where the product is not used for the purpose for which it was made.
 - **Jiso Iluminación S.L.** reserves the right to make modifications at any time and without prior notice. Check the most updated information in the web: www.jisoiluminacion.com.
- No warranty, expressed or implicit, is granted with respect to the products sold by Jiso but which are not of the Jiso brand, including without limitation the guarantees of commercial viability or suitability for a determined purpose; however, the manufacturer's warranties of the corresponding product will be at your disposal upon request and to the extent permitted by the Law and the pertinent contracts.

Gestión de la Garantía:

- **Jiso's** warranty applies only to Jiso clients and never to third parties.
- The warranty claims must be notified by Jiso clients to its agent Jiso / Jiso Sales Dept. or Technical Dept.: asistenciatecnica@jisoiluminacion.com and must specify the following information, at least (additional information can be requested):
 - Defective product (reference).
 - Installation date, invoice date and invoice/delivery slip number and client order number.
 - Detailed description of the problem and quantity and % of failure, date of the failure,...
 - Application, hours of functioning per day and switching cycles.
- **Customers** will manage and assume the costs of all the deliveries from them to JISO's factory.
- Along with the product, an incident document must accompany it with the data requested above. A copy of an invoice or copy of the purchase ticket can be requested.
- **Jiso Iluminación S.L.** will proceed to the repair or replacement at no charge of those products or components that are verified to have failed due to a defect in the materials or to a failure in manufacturing, whenever the exercise of the warranty right actually takes place within its corresponding warranty period, according to its own criterion.
- **Jiso Iluminación S.L.** can return to the client the returned products that are not considered defective for problem of manufacturing or non-conformities, with the possibility of invoicing the transport costs as well as the management costs. If the products remain more than 15 days without being recovered from **Jiso's** facilities, then the product could be removed without previous notice.
- In case of discrepancies with the Warranty between the buyer and Jiso Iluminación S.L., both parties will expressly submit to the Courts and Tribunals of Valencia.