

STERYLIS®

GENERAL CONDITIONS OF WARRANTY

STERYLIS DEVICES

Stary Wiśnicz, 18.11.2021



GENERAL TERMS AND CONDITIONS OF GUARANTEE FOR STERILIS DEVICES BY MILOO-ELECTRONICS Sp. z o. o.

I. Definitions used in the document

Guarantor - MILOO-ELECTRONICS SP. Z O. O., ul. Stary Wiśnicz 289, 32-720 Nowy Wiśnicz, Poland

II. General terms and conditions

MILOO-ELECTRONICS SP. Z O. O., Polish manufacturer of STERYLIS devices based in Nowy Wisnicz, grants the Buyer the following manufacturer's guarantee, under the applicable law, for the products listed under the condition that they are used in accordance with the principles of their use:

- 12 months for:

STERYLIS BASIC	STERYLIS ULTRA	STERYLIS VS	STERYLIS DUCT AIR
STERYLIS LIGHT AIR	STERYLIS LIGHT AIR+	STERYLIS PURE AIR	

MILOO-ELECTRONICS SP. Z O. O. może zaproponować indywidualne odpłatne wydłużenie gwarancji na urządzenie STERYLIS o 12 miesięcy na uwzględnionych indywidualnie warunkach.

III. Specific terms and conditions of guarantee for STERYLIS devices

1. The guarantee is valid only if the equipment has been used for its intended purpose and installed in accordance with the conditions stipulated in the data sheets, information handouts and instructions provided with the product, and in accordance with good practice, by qualified and authorised personnel.
2. This guarantee applies only to products sold and operated within the European Union.
3. The guarantee period commences on the date of purchase of the device according to the date of sale printed on the receipt or invoice. In the device is purchased from a distributor, the guarantee period commences on the date of purchase printed on the distributor's document.
4. The guarantee covers hidden defects that become apparent in the product during its use. In case of a claim under the guarantee, the product must be delivered to the registered office of MILOO- ELECTRONICS SP. Z O. O. together with a legibly completed complaint protocol and a legible copy of proof of purchase (invoice or receipt).
5. Defects revealed in the product will be repaired free of charge at the location of MILOO-ELECTRONICS SP. Z O. O. within 14 business days of the date of receipt for repair.
6. If the defect cannot be removed, MILOO-ELECTRONICS SP. Z O. O. will replace the product with an identical new product or if this is not possible with a product featuring similar technical parameters.
7. Each time, the warranty will be extended by the number of days of warranty repair.
8. In order to have the product repaired under the guarantee, it must be delivered to the registered office of MILOO-ELECTRONICS Sp. z o.o., along with a completed complaint form. The Guarantor does shall not bear the costs associated with disassembly and reassembly of the device as well.

MILOO-ELECTRONICS sp. z o.o.

EU VAT: 6792742423
REGON: 356556322
KRS: 0000133715

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Sąd Rejonowy dla Krakowa-Śródmieścia w Krakowie
XII Wydział Gospodarczy KRS
Kapitał zakładowy: 3 680 000.00 zł

9. The cost of return shipment of the device following the guarantee repair is borne by the guarantor
10. In the case of an ungrounded complaint, the customer will be charged a lump sum of PLN 45 (net) for diagnostics per each piece of STERYLIS equipment plus return shipment cost.
11. In specific circumstances, when MILOO-ELECTRONIS factory service provides the service at the installation location of STERYLIS equipment, the costs of unjustified complaint will be determined on case by case basis.
12. The Guarantor will not reimburse additional costs associated with the removal of losses. The liability of the Guarantor is limited to the maximum value of the product.
13. After expiry of the guarantee, the Guarantor provides post-guarantee service and repair against payment.
14. This guarantee for sold goods does not exclude, limit or suspend Buyer's rights resulting from non-conformity of goods with the contract.

IV. The guarantee does not cover

1. Defects resulting from improper use of the products.
2. Defects resulting from actions of third parties, in particular installers using products covered by the guarantee.
3. Defects resulting from events for which MILOO-ELECTRONICS SP. Z O. O. is not responsible, in particular force majeure events (such as power surges, lightning, etc.).
4. Defects resulting from the impact of chemical, thermal, mechanical, light and other factors, the impact of which on the products is contrary to the operating instructions, technical knowledge or rules of reason and common sense (in particular if the limits of voltage and ambient temperature are not observed).
5. Natural wear and tear of the materials used, such as yellowing of lampshades, dulling of paint finish, wear and tear of filters, UV-C lamps, which may become discoloured, dirty or fail over time or due to external factors.
6. Decrease of the luminous flux of a built-in luminaire, the change is the consequence of natural wear and tear of LED elements (LIGHT AIR+ model)

V. The guarantee shall cease to apply in the event of

1. Use of the equipment contrary to its intended use as specified in the manual.
2. Installation contrary to the instructions.

VI. Closing remarks

1. Parameters of new LED modules (LIGHT AIR+ variant) are subject to +/- 10% tolerance for luminous flux and product efficiency.
2. Loss of luminous flux (LIGHT AIR+ variant) over the product's lifetime is up to 0.6%/1000 h at an ambient temperature of or below 25°C, under optimum ventilation conditions. At higher temperatures or under deteriorated ventilation conditions, the flux loss may be greater than declared.

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