

## WARRANTY CONDITIONS FOR UV-C 2020 DISINFECTION DEVICES

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### 1. Warranty periods.

The warranty periods start from the date of issuance of the warranty card and are valid for the period marked for each product in the WARRANTY field. The warranty card is kept by the Buyer until the expiration of the warranty period. Each complaint must be submitted with an original warranty card.

#### WARRANTY PERIODS FOR UV-C 2020 DISINFECTION DEVICES:

##### 1.1. Disinfection devices - 24 months.

**1.2. Sources of UV-C radiation (T8 or PL-L) for models with a controller - 6300 operating hours (hours are counted by the built-in controller in the device).**

**1.3. Sources of UV-C radiation (T8 or PL-L) for models without controller - 6300 working hours or 12 months (when operating the device no more than 17 hours a day).**

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### 2. Complaints.

2.1. The customer lodges a complaint during the warranty period immediately after noticing the damage.

2.2. The complaint is submitted in the office of the MANUFACTURER every working day during working hours at the address: 9 Bel Kamak Str., Voluyak village, Sofia region, Bulgaria, after prior notification by email:

[service@ikis-sl.com](mailto:service@ikis-sl.com)

2.3. The defective product has to be delivered on the site or send it with a courier company, together with the warranty card to the address 9 Bel Kamak Str., Voluyak village, Sofia region, Bulgaria.

2.4. The transportation of the defective product to the office of the SUPPLIER is at the expense of the Client. Deliveries with courier companies of defective products that have been released at our expense will not be accepted and will be returned to the Customer at his expense.

2.5. The repair of a defective product is carried out within the legal period of up to 30 days. Usually the repair takes 5-6 days.

#### 3. Operation, transport, storage and installation conditions:

3.1. For transporting of the devices, follow the rules prescribed on the packaging by the manufacturer.

3.2. After transportation, switch on the device only after at least 1 hour for an acclimatization in the room.

3.3. The normal operating temperature of the devices is different and is noted in the accompanying documentation.

3.4. The devices are connected to the electrical grid only by safe and grounded Shucko socket.

3.5. The supply voltage must be  $230V \pm 10\%$  with a frequency of 50 Hz, in accordance with the IEC 60038 standard.

3.6. It is not allowed to be placed objects on or around the devices, which would impede their ventilation and cooling.

3.7. The devices must be unplugged from the electrical grid during the thunder storm.

3.8. The devices must be protected from hits and shocks.

3.9. The devices, which are not moisture and waterproof should be installed in rooms with a humidity of not more than 85% RH.

3.10. The device must not be connected to a power strip with other large power consumers, such as electric radiators, stoves, air conditioners, etc.

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#### 4. Warranty void. The customer loses his right to warranty in the following cases:

4.1. In the absence, deletion or damage of an identification / serial number or warranty, warning or information sticker.

4.2. In case of damage caused by improper transportation, relocation, storage and installation.

4.3. In case of damage caused by thunderstorms, lightning, fire, flood and all other natural disasters.

4.4. In case of malfunction or large fluctuations in the electrical network, including instantaneous starting overvoltage / electric shock /.

4.5. In case of an attempt to eliminate a defect by an incompetent and unauthorized person from the SUPPLIER.

4.6. If the power cable is cut or damaged.

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#### 5. The warranty period is 24-months and applies to the disinfection device only. The sources of UV-C radiation (lamps) have a guarantee of 6300 working hours or 12 months for maximum operating 17 hours per day.

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### 6. Unrepairable defects.

6.1. In case of an unrepairable defect during the warranty period, the SUPPLIER replaces the defective product with a new one within 30 days after the establishment of the unrepairable defect.

6.2. Replacing a defective product with a new one is done with the same model. If at the moment, the given model is no longer available for sale by the SUPPLIER, it is replaced with its new analogous model, without the customer having to pay for it.

For damages caused by non-fulfillment of items 3 and 4 of this warranty card or circumstances independent of the SUPPLIER, the same is NOT responsible, the warranty is void and the elimination of damages is only for a fee.

<b>MANUFACTURER:</b> <b>ИКИС СЛ ООД</b>	<b>WARRANTY CARD</b>	<b>BUYER:</b>
<b>address:</b> 1346 Voluyak village, 9 Bel Kamak Street.		<b>address:</b>
<b>email:</b> <a href="mailto:service@ikis-sl.com">service@ikis-sl.com</a>	<b>Date of purchase:</b>	<b>phone:</b>

Name of disinfection device	Serial / Batch number of the device	Warranty
ERASER UV-C 2020		24 months

**THE WARRANTY IS VALID ONLY WHEN COMPLETING ALL ATTRIBUTES OF THE WARRANTY CARD AND MUST SEND A SCANNED COPY OF THE WARRANTY CARD AND SALE DOCUMENT ON e-mail: [service@ikis-sl.com](mailto:service@ikis-sl.com).**



#### WARRANTY REPAIRS PERFORMED

Product model	Serial / batch number	Manifested defect	Date of acceptance in the service	Date of discharge from the service	Repair status	Warranty up to