

Guangzhou Skydance Co., Ltd

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Skydance Guarantee Conditions

Skydance offers high quality products and services.
Guarantee for LED controllers exceeds usual legal guarantee.

1. Products

This guarantee applies to all items of lighting control systems supplied by Skydance (LED controllers, dimmable LED drivers, etc.).

2. Duration of the guarantee

Guarantee for direct business partners and their end users

The guarantee is 5 years for all Skydance products including LED controllers, LED remote, dimmable LED drivers etc.
The guarantee is valid for a period of 5 years, from the date printed on the bar code on the packing of the products.

3. Guarantee conditions

Skydance's guarantee policy only applies when the following conditions are fulfilled:

Skydance products have to be used according to the specified product and application instructions. E.g. usage within temperature and voltage limits; avoiding product exposure to mechanical stress, etc.

The guarantee for electronic control gear is only valid when the product is installed with lamps conforming to IEC specifications.

The guarantee only covers product failures caused by materials, design or production faults and failure rates that exceed 0.1 %. Failures can be caused by material malfunction or by failures during the production process.

4. Execution of the guarantee

In the event of failures exceeding the nominal failure rate, Skydance on its sole discretion might decide to repair defective components and products. The indicated life time is achieved by operating lighting components according to the conditions specified by the manufacturers, to the relevant international standards and in accordance with local

regulations. All electronic products, having an expected failure rate, require continuous maintenance.

Skydance supplies adequate products as replacement or reimburse products to primary customers. The customers or end customers bear the costs for demounting and remounting as well as for sending in and returning products. Any other costs, e.g. replacement costs upon installation, costs caused from failures of the installation or other damages and/or consequential damages are not covered by this guarantee.

5. Utilisation of the Guarantee

The guarantee has to be claimed immediately by returning the defective product in order to check the validity of the claim.

