

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 products shall be limited to the policy.

HEP warrants that the below-referenced products (the “HEP Products”) sold to the purchasers are free from defects in materials or workmanship for a period of five (5) years from the date of shipment, or for the respective periods of time beginning from the date of manufacture set forth below, whichever comes first.,

To ensure that the product guarantee matches the guarantee offered by the luminaire manufacturer, the guarantee is extended by a further 2 months from the date of manufacture indicated on the product, up to a maximum of 62 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 lighting units have an expected lifetime of 50,000 hours: 62 months from date of manufacture. HEP indoor LED drivers and Electronic transformers have an expected lifetime of 50,000 hours: 62 months from date of manufacture.

Terms & Conditions: This Limited Warranty applies only to the HEP Products which are direct purchased from HEP where the following conditions have been fulfilled:

1. HEP Products that conform to the lamp specification of Philips, Osram, General Electric, or other brands approved by HEP.
2. HEP Products that have been properly wired and installed; operated within the electrical values shown on the product label; and operated in lighting equipment designed and approved for the approved application, according to the respectively valid IEC standard and under observation of the technical parameters defined by HEP, such as temperatures range, cable lengths, wiring diagram, circuitry, humidity, air movement, and in appropriate luminaries.

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

3. HEP Products that experience a failure rate exceeding the nominal failure rate. Nominal failure rate is defined as failures that may be caused by material malfunction or by failures during the production process at a failure rate of 0.3 % per 1,000 hours of operation.

Notwithstanding the above, this Limited Warranty shall not apply to the extent that any reasons arise 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 or designated 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 or specification, 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 for use in installations including but not limited to those contained in the National Electrical Code (NEC), the Standards for Safety of Underwriters Laboratory, Inc. (UL), Standards for the International Electrotechnical Commission (IEC) Standards for the American National Standards, abuse, misuse, improper use, improper testing, negligence, accident alteration, tampering of faulty repair thereof not by HEP.

Warranty Service

If 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 new replacement at no charge.

HEP reserves the right to invoice for test, repair and shipping cost if the case is verifiably not a warranty 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 parties shall always be limited to an amount equal to the price paid by the purchaser for the HEP Products to which the damage relates. The HEP shall in no event be liable for any special, incidental, indirect or 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.



Return Note

No.:

Date:

Date:

[illegible]

1. If you want to claim for warranty, please fill the Return Note with complete information requested and email to the sales in charge at HEP for handling quarterly.
2. Products in warranty might be called back for analysis and repair then returning. The sales in charge will report you and then inform you how to do afterwards.

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