

UVC LOW PRESSURE LAMPS

The warranties granted by Hoenle UV Disinfection GmbH vary with the type, i.e. power, of the respective lamp. The prerequisite for any warranty by Hoenle UV Disinfection GmbH is proper use of the lamps. This implies, in particular, that the lamps are not covered with dirt on the outside, that they are cooled as prescribed¹ and are not subjected to shocks or impacts. A further prerequisite for warranty is that the lamps are not switched on and off more than 3 times on average a day. More frequent switching on leads to increased wear, and thus shortens the lifetime. The intended use is explained in the user manual for lamps, which can be found at www.hoenle.com.

A decrease in the intensity of the radiation by approx. 20–35% compared with lamps in new condition is not a case of warranty. It is an effect of normal wear, which can occur after different numbers of operating hours with different lamps and lamp types. New lamps, when used for the first time, may have an increased intensity in the first hours of operation. This is also a normal phenomenon and is not a case of warranty. In the case of mercury vapor lamps, it is normal for the defined standard intensity to be achieved after approximately the first 100 working hours.

Unless otherwise specified in the lamp data sheet, in case of proper use, Hoenle UV Disinfection GmbH warrants the following operating hours within 2 years of the production date, but at least 12 months after delivery of the lamp in question:

Warranted operating hours	Low pressure lamps of type UVN/UIV/UVX	
	without coating	with coating
operated with EPS (electronic power supplies)	8.000 h	12.000 h
operated with CPS (conventional power supplies)	6.000 h	6.000 h

The warranty adjustment is just applicable, if suitable power supplies (EPS, CPS) out of our assortment are used or the power supplies have been approved by Hoenle UV Disinfection GmbH.

Should the operating hours not have reached 1.000 h, Hoenle UV Disinfection GmbH will provide a replacement free of charge by delivering a new lamp of the same type. In cases in which the 1.000 operating hours are exceeded, but the defined warranted operating hours (see table) are not achieved, the customer will have the options of a price rebate on the purchase of a new lamp (of the same type) or a partial refund on the price of the faulty lamp. These are calculated proportionally. The rebate or refund is calculated by setting the missing usable lifetime of the faulty lamp (i.e. the number of operating hours by which the actual operating hours of the faulty lamp fall short of the total operating hours) in relation to the “warranted operation hours” in the table.

Sample calculation: If 8.000 warranted operation hours are given in the above table for a particular lamp, and it fails after 6.000 operating hours, the lamp has run 2.000 hours short, so the customer receives a rebate of one fourth (2.000 : 8.000) of the current price when purchasing a new lamp of the same type, or can alternatively request a corresponding refund (25%) of the price originally paid for the faulty lamp.

The evidence of real operating hours of the lamp must be provide by applicable measures.

In all other cases, the General Terms and Conditions of Hoenle UV Disinfection GmbH apply.
The above ruling applies only to the lamps expressly mentioned in the table.