

Warranty agreement for UV-lamp Vario-Flux

This extended warranty conditions are valid for UV-lamps which fail earlier than the stated lifetime, but only if the early failure occurred within 3 years from date of delivery.

The lamps of the series Vario Flux are designed for a lifetime of 14.000 operating hours.

In case of a lamp failure within the first 2.000 operating hours ProMinent will compensate 100% for the lamp's material value.

After 2.000 operating hours ProMinent will compensate the material value according to the following equation:

$$\text{Compensation rate [\%]} = 1 - \left(\frac{\text{real operating hours}}{14.000} \right) \times 100$$

A lamp failure is given, if the minimum irradiance according to the data sheet is not maintained despite of a calibrated sensor and reference radiometer, a clean protection tube and sensor window as well as a proved correct water transmission.

Warranty will only be granted, if the following preconditions are met:

1. Installation and commissioning of the lamps by an authorised ProMinent customer service.
2. Installation and commissioning of the lamps had been documented with a commissioning protocol, which had been countersigned by the client and contains the following information:
 - a) serial number of the lamps and the UV-system
 - b) operating hours and system start-ups
 - c) commissioning date of the new lamps
 - d) water transmission at 254 nm at the time of new lamps' commissioning
 - e) irradiance according to the display of the Dulcodes system and the reference radiometer
3. A warranty claim has to be applied for at ProMinent by indicating the following data ascertained by an authorised customer service:
 - f) commissioning protocol of the lamp
 - g) lamp hours and set-ups as well as operating hours and set-ups of the complete system
 - h) water transmission at 254 nm at the time of lamps problem
 - i) irradiance according to the display of the Dulcodes system and the reference radiometer
 - j) irradiance according to the display of the Dulcodes system and the reference radiometer after cleaning of the lamp protection tube and sensor window as well as sensor calibration
4. Up to the final decision the reclaimed lamps has to be stored by the authorised customer service and, if required, sent to ProMinent Heidelberg.