

No: 01.24/BTB

Att: Product warranty policy of BTB Electric

Date: 02.01.2024

To: Customers are interested

We, BTB Electric declare that:

- The products are supplied to Customers using the strictest ISO 9001 standards, including clear and highquality material selection guidelines, guarantee the free of manufacturing defects.
- Each different product line will be designed and tested according to the International Electrotechnical Commission (IEC) and/or European standard (EN) standards corresponding to that product line.
- BTB Electric's electrical equipment products are typically tested at prestigious laboratories such as DEKRA, UL, INTERTEK, CPRI...

Warranty Requirements:

- This warranty covers only properly installed products and devices in accordance with our installation guides used under normal conditions.
- We only warrant devices that are still within the warranty period. The warranty period and deadline will be based on the invoice or delivery record.
- Equipment is considered to comply with technical conditions when installed in the environment, provided with voltage or current within the suitable range in the issued BTB Electrical Catalog. This warranty is void if the product is not used for the initial purpose
- The equipment is installed in a place with good electrical quality, if there are harmonics in the network, which must not exceed the limits specified in UK recommendation G5/4 or IEES19. Current status records and testing equipment are required to substantiate any claim.

In order to make a warranty claim the customer must:

- Notify the Vendor within 30 days after discovery of such defect.
- Provide proof of purchase i.e. an official invoice affirming that the Client is the rightful title holder of the asset and comply with the vendor's other Warranty Requirements.
- Provide the defective unit's Serial Number.
- Current records and test equipment to demonstrate failure are complete.
- Upon receipt of that notice, the vendor may promptly require the Client to return the defective product to the vendor, or its authorized service distributors at Customer' own costs

The supplier will, at its option, repair or replace without charge a defective unit, provided it is returned to the vendor and our inspection determines it to be defective under the terms of the warranty.

Repair or replacement, as stated above, shall constitute the Client's exclusive warranty, which does not extend to transportation, installation, labor or any other ancillary charges associated to re-installation, nor does it apply to any equipment of another manufacturer used in conjunction with the devices

This warranty excludes failures or defects resulting from accident, abuse, water condensation, flood, storm, any other force manure event such as operation with incorrect power supply, site-harmonies or current resonance, loose termination resulting from bad contact in screw-less terminals and from failure to abide by installation guides and clearances.

In any cases, we- BTB company wouldn't take any responsible for incidental, compensatory, consequential, indirect or other special damages or other damages The vendor's aggregate liability with respect to a defective product shall in any event be limited to the monies paid to the vendor for that defective product.

