

No: 01.24/BTB

Att: BTB Electric Product Warranty Policy

Date: 02.01.2024

To: Customers are interested

BTB Electric Declaration

At BTB Electric, we affirm the following commitments to our customers:

- Our products are manufactured in strict compliance with ISO 9001 standards, ensuring rigorous material selection guidelines and guaranteeing that they are free from manufacturing defects.
- Each product line is designed and tested in accordance with the standards set by the International Electrotechnical Commission (IEC) and/or relevant European (EN) standards specific to that product category.
- BTB Electric's electrical equipment undergoes testing at renowned laboratories, including DEKRA, UL, INTERTEK, and CPRI, to ensure high-quality performance and safety.

Warranty Requirements:

- This warranty applies only to products and devices that are properly installed in accordance with our installation guides and used under normal operating conditions.
- We will only cover devices that are still within the specified warranty period. The warranty duration and expiry date are determined based on the invoice or delivery record.
- Equipment must meet technical specifications when installed in an environment that provides voltage or current within the acceptable range as outlined in the BTB Electric catalog. The warranty becomes void if the product is used for purposes other than its original intended use.
- The equipment must be installed in locations with good electrical quality. If harmonics are present in the electrical network, they must not exceed the limits specified in the UK recommendation G5/4 or IEE519 standards. Documentation, such as current status records and testing equipment data, is required to support any warranty claim.

Warranty Claim Procedure:

To make a warranty claim, the customer must:

- Notify the vendor within 30 days of discovering the defect.
- Provide proof of purchase, such as an official invoice, confirming that the customer is the rightful owner of the product and complies with the vendor's other warranty requirements.
- Submit the defective unit's serial number.
- Provide current records and test equipment results to demonstrate the failure.
- Upon receiving the notice, the vendor may request the customer to return the defective product to the vendor or its authorized service distributors, with the return shipping costs borne by the customer.

The supplier will, at its discretion, repair or replace a defective unit at no charge, provided it is returned to the vendor and our inspection confirms that it falls under the terms of the warranty.

The repair or replacement described above constitutes the customer's exclusive remedy under this warranty. This warranty does not cover transportation, installation, labor, or any other ancillary costs associated with reinstallation, nor does it apply to equipment from other manufacturers used in conjunction with BTB Electric devices.

This warranty excludes failures or defects caused by accidents, misuse, water condensation, flooding, storms, or any other force majeure events. It also does not cover damages resulting from incorrect power supply, network harmonics or current resonance, loose connections due to poor contact in screw-less terminals, or failure to follow installation guides and required clearances.

In any case, BTB Electric will not be responsible for incidental, compensatory, consequential, indirect, or any other special 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.

