

## General Warranty Conditions

### 1. Products

This warranty is valid for all devices listed in the currently valid catalogues, or products derived from standard products.

### 2. Warranty Conditions

The Warranty is valid provided that:

- a) The Product is installed by specialised technical personnel in a workmanlike manner in compliance with electrical system regulations and in accordance with the instructions provided within the Product packaging or downloadable from the website [www.esse-ci.com](http://www.esse-ci.com);
- b) The Product is used according to the technical specifications prepared for the Product itself and for its intended use as indicated in the technical data sheet/installation instructions present in the packaging;
- c) The Product is not subjected to mechanical loads inconsistent with its intended use;
- d) The Product is not used at values exceeding the specified temperature and voltage limits, as indicated in the installation instructions, the technical data sheet on the website [www.esse-ci.com](http://www.esse-ci.com), and on the product label;
- e) Maintenance and/or repair are carried out by specialised technical personnel and in accordance with Esse-Ci's instructions;
- f) No modifications are made and/or components are replaced without due authorisation from Esse-Ci;
- g) The product has been duly paid for in accordance with the conditions stipulated for the specific supply;
- h) The malfunction or defect of the product is promptly reported as provided in the subsequent point 4, Execution of Warranty.

### 3. Warranty Limitations

The warranty shall be considered null & void if any of the conditions listed in the preceding point is not complied with.

### 4. Execution of Warranty

The warranty covers defects and faults of the product, duly documented, even if attributable to design, construction, or assembly errors, provided they are imputable to Esse-Ci. The warranty on the devices consists of the repair or replacement of parts which, in the unquestionable judgment of Esse-Ci, are found to be affected by original defects or faults.

Any malfunction must be reported through the appropriate RMA Management page on the website [www.esse-ci.com](http://www.esse-ci.com), within 8 days, failing which the warranty will lapse.

The Warranty is limited, at Esse-Ci's sole discretion, to the replacement (with an analogous or equivalent product) or repair of the Product and/or defective components (even with reconditioned components) with the aim of restoring the product's optimal operating conditions.

In both cases, the original warranty period shall continue to apply and shall not be deemed renewed.

## 5. Exclusions from Warranty

The following are excluded from this Warranty:

- a) Malfunctions resulting from lack of product maintenance;
- b) Labour costs for the replacement or repair of the Product and related transport costs for both delivery (return) and redelivery once replaced/repared;
- c) Any costs not provided for in paragraph 4, "Execution of Warranty";
- d) Damage caused by transport, by use in unsuitable environments, or by attempted repairs and maintenance carried out by non-specialised technical personnel;
- e) Damage caused by atmospheric events;
- f) Batteries of emergency kits installed on any catalogue product, for which the warranty remains 1 year from the date of purchase;
- g) Components subject to normal wear and tear or plastic components that may show discolouration or cracking during the natural ageing of the material (e.g., polycarbonate);
- h) Light management articles not sold in conjunction with the devices.

## 6. LED Technology Deviations

In replacements of LED devices or LED components subsequent to the initial supply, slight variations in light characteristics may be observed, resulting on the one hand from the evolution and technical progress of the replacement LED modules and, on the other hand, from physiological variations in light flux and colour that already installed modules may experience during their operation.

## 7. Warranty Duration

### STANDARD WARRANTY

The Standard Warranty is valid for all Esse-Ci branded products, under the conditions, limitations, and exclusions stated above, for a period of 1 year from delivery as provided for by Articles 1490 et seq. of the Civil Code, extended up to 5 years for LED technology or, in any case, for a usage period of 50,000 hours from the date of purchase.

### CONVENTIONAL WARRANTY

Warranty extensions beyond the STANDARD will be granted by Esse-Ci upon specific request and evaluated based on the product, application, and duration of the extension, and will be subject to a specific CONVENTIONAL WARRANTY contract.

## 8. Applicable Law

The conditions of this warranty are expressly approved by the purchaser at the time of signing the purchase/supply order. This warranty is governed by Italian law, excluding the referral to the United Nations Convention on Contracts for the International Sale of Goods (CISG).

The competent court for all disputes arising from this warranty shall be that of the seller's registered office.

Vigonza, 10/07/2025