

GENERAL GUARANTEE CONDITIONS OF POLTRONIC S.A. (SUPPLIER) FOR A COMMERCIAL PARTNER (PARTNER) FOR NEXTEC BRAND PRODUCTS

1. The SUPPLIER gives a 24-month guarantee for all of the SUPPLIER's products, counting from the day of sale (determined by the date of invoice issue).
2. The SUPPLIER obliges the PARTNER to read the document **TERMS OF USE AND INSTALLATION OF NEXTEC BRAND LED STRIPS**, before installing the LED STRIPS.
3. The SUPPLIER reserves the right to grant a longer guarantee for the SUPPLIER's products, but it each time requires the written consent of the SUPPLIER and the PARTNER (the relevant information must be included in the mutual agreement or in the invoice issued by the SUPPLIER).
4. The claim covered by the guarantee concerns factory defects and defects resulting from the reason inherent in the sold product at the time of its release to the PARTNER, which are revealed during use consistent with the intended purpose. The SUPPLIER is not responsible for the PARTNER's claims that go beyond the scope of the Guarantee, including for recourse claims resulting from the satisfaction of third party claims by the PARTNER.
5. The SUPPLIER reserves the right to independently consider the complaint.
6. The SUPPLIER's liability is limited to the satisfaction of a justified claim with one of the following services, according to the SUPPLIER's choice:
 - removing the defect of the damaged product, or
 - replacement of the product with an equivalent one, or
 - lowering the price of the complained product, or
 - refund of payment for the faulty product when it is returned to the SUPPLIER.
7. The PARTNER's liability is limited to the receipt or disassembly of the faulty product from the PARTNER's customer and the completion of the complaint process at the SUPPLIER.
8. Procedure of filing a complaint about goods at the SUPPLIER:
 - The PARTNER files a complaint to the SUPPLIER by telephone and email on a RMA document (Annex 1),
 - **WARNING!** Filing the complaint about LED STRIPS should be done before the disassembly of the product from a given facility, visual inspection of the led strip installation is required on site. Inspection of the installation takes place upon the prior arrangement made between the SUPPLIER and the PARTNER, however, no later than 14 days from the notification.
 - The SUPPLIER decides whether and how the faulty product should be sent to the SUPPLIER by the PARTNER, chooses the forwarder and indicates the address to which the shipment should be delivered.
 - The product is sent in the original packaging or other packaging that protects it in a proper way.
 - The complaint contains a detailed description of the fault that caused the complaint.
 - The complaint contains a copy of the sale document of the faulty product,
 - The complaint must include the preferred request (repair, replacement, reduction of price, return of goods upon refund of payment for the goods).
 - The faulty product must be complete.

- The costs of shipping of the faulty product are borne by the PARTNER. In the case of a justified complaint, the shipping cost will be reimbursed to the PARTNER by the SUPPLIER after considering the complaint, by way of the set-off of receivables. The SUPPLIER does not accept shipments sent COD.

9. Deadline of considering the complaint:

- consideration of the complaint and performance of obligations under the guarantee will be carried out immediately, at the latest within 14 working days from the date of receipt of the product by the SUPPLIER,
- the date of repair or replacement of a product for a new one may be extended by the time of delivery of spare parts or a new product, if the SUPPLIER has to order them from the manufacturer,
- the guarantee period is extended by the time during which the guarantee holder could not use the product due to a defect covered by the guarantee.

10. The guarantee claim does not cover damage, in particular:

- Mechanical damage,
- Damage resulting from improper use, maintenance or storage of the product,
- Damage resulting from natural wear,
- Damage resulting from weather conditions, including humidity and dustiness, going beyond protective conditions of the product,
- Damage resulting from the operation of the device in a manner inconsistent with the SUPPLIER's recommendations,
- Damage resulting from the operation of the device in a manner contrary to its typical use,
- Damage resulting from the fact that a person, who is not authorized by the SUPPLIER, has made any changes to the product, unless the SUPPLIER has agreed to it in writing.

11. A guarantee claim is excluded if it is found, in particular, that:

- the product was incorrectly connected or it was connected by a person who does not have the required authorizations,
- the faulty product is incomplete,
- the product was used in a way resulting in its excessive usage or was used contrary to its intended purpose,
- an unauthorized tampering with the product was made,
- the device was improperly stored or maintained,
- independent repairs and/or replacement of components have been carried out,
- the product was mechanically damaged or its damage was caused by used chemicals,

- the product was damaged during transport as a result of improper packaging or its absence due to the PARTNER's fault,
- there is a lack of a complete complaint notification containing the required information.

12. Exclusions

- due to the physicochemical properties of the LEDs, a slight decrease in the luminous flux or a slight change in the colour of light as they are used is not considered a defect
- due to the physicochemical properties of the epoxy coating for IP63 strips (filled) – the hardening of the filling with time and its cracking in case of disassembly of the strip is not a defect
- The guarantee does not cover damage caused by weather conditions,
- The guarantee does not cover damage caused as a result of incorrect assembly/connection of the strip (soldering with equipment not intended for soldering LED strips)
- Tearing off the self-adhesive LED strip
- Damage caused by improper assembly of the strip

13. Final provisions

- The SUPPLIER has proper liability insurance in the scope of product sales,
- The SUPPLIER excludes liability for warranty and/or for non-compliance of the goods with the contract,
- in the event of not recognizing the guarantee claim, the SUPPLIER reserves the right to send back the product to the guarantee holder at their own expense,
- if the shipment is not collected by the SUPPLIER'S guarantee holder, after 30 days from the date of the return of the goods, the SUPPLIER will carry out the commission destruction of the product.
- in the case of invalidity of any of the points contained in these Guarantee Conditions, the remaining ones are fully valid and legal.

CONDITIONS OF USE AND INSTALLATION OF NEXTEC LED STRIPS

Introductory information:

1. BEFORE starting the assembly (sticking to the substrate, cutting, peeling off the tape protecting the glue, etc.), always check the correctness of the strip operation (brightness, colour, uniformity of light etc.)
2. Before touching any element of the LED installation, discharge yourself by touching a grounded metal element.
3. NEXTEC LED strips are always packaged with special films protecting them against electrostatics. In order not to damage the LEDs, the strip can be removed from it only immediately before assembly and after discharging. (point I.2) Electrostatic charges are the cause of 30% of all LED defects. Put unused pieces of strips immediately in protective foils.
4. LED strips can be stored only in the temperature range from -40 to +80 degrees C.
5. A strip can work in a temperature of -10 to +30 degrees C.
6. Each tape has an international protection rating

STANDARD strip:

- a. IP20 – protection against solid objects with diameters greater than 12mm; no protection against liquids,
- b. IP63 – Protected from total dust ingress.; Protected from water spraying,

PREMIUM strip:

- a. IP33 – protected from objects with a size of 2.5mm, Protected from water spray less than 60 degrees from vertical.
- b. IP65 – Protected from total dust ingress., protected from water jets from every direction

Please adhere to the above signs.

7. Strips – can be mounted ONLY on steel or aluminium surfaces that dissipate heat well, the surfaces must be flat and have a low roughness.

Installation:

1. Never connect the strip directly to 230V. The strip only works with constant voltage. (DC12-24V)
2. Electrical installation should be efficient and, in particular, have short-circuit, overload and overvoltage protection.
3. Protect strips from direct sunlight, UV, steam and water, as well as other liquid substances and avoid strongly heating places.
4. **The strip should be mounted on a heat-dissipating surface.** Otherwise, the LEDs may be damaged or their service life will be significantly shortened.
5. The mounting surface should be degreased, smooth and dry.
6. The 3M tape only serves as an assembly facilitation, preferably additionally use an assembly adhesive.
7. Installation of the LED strip IP65, IP63 (in the gel/filling) must be carried out in room temperature, minimum +16°C. The unfolding and installation in lower temperatures may damage the filling/tape.
8. A LED strip can only be cut in places marked on the pad.

9. A LED strip can be bent only on a surface consistent with the way the roll is wound up. LED strips cannot be installed on surfaces with sharp edges and bent at an acute angle – as the filling/strip may be damaged.
10. Tapes with IP20, IP33 can be installed only in dry and dust-free rooms.
11. **Due to poor heat dissipation, IP63 and IP65 strips cannot be mounted in hollow sections.**
12. Carefully peel off the paper protective layer from the 3M self-adhesive tape. Tearing off the tape together with the self-adhesive tape is not the basis for filing a complaint about goods (it is not a defect of the goods).
13. The LED strip cannot be treated as an electric wire. The recommended power density depending on the diode type is included in this manual, in Table No. 1.
14. Use appropriate cross sections of cables to prevent voltage drops. A perfect solution is to mount the power supply in close proximity to the LED strip.
15. Strips should be powered with a dedicated power supply, and its power should be adjusted to the power demand of the receiver. The power reserve of about 10% should be taken into account.

While designing the installation, you should take into account that its elements are devices generating heat. The dissipation of this heat should be enabled so that the service life of the entire installation is not shortened.

Assembly and soldering

1. The LEDs are sensitive to high temperatures, therefore be careful when soldering the LED strips.
2. Never use a transformer soldering iron for soldering – its use may lead to the damage of LEDs and has an impact on the loss of the guarantee. Use a soldering iron. The tip temperature should be 350°C (min. 330, max 380).
3. Do not allow direct contact of connections or tracks with electrically conductive elements.
4. Never solder any equipment with voltage connected.

To ensure equal heat distribution on the strip, uniformity of light on the entire length and hence, the maximization of the service life of the LEDs, we recommend:

Table no. 1

1. Power density depending on the strip type:

LED diode type	Number of diodes 1M/(5M)	WAT/1 METRE	Ampere /1metre	Every how many metres the strip should be powered
SMD3528	60/300	4.80	0.40	4.00
SMD3528	120/600	9.60	0.80	2.00
SMD2835	60/300	7.20	0.60	3.00
SMD 2835 EX	60/300	12.00	1.00	2.00
SMD 3014	120/600	12.00	1.00	2.00
SMD 5050	60/300	9.60	1.20	2.00
SMD 5050 RGB	30/150	18.00	1.50	1.00

SMD 5050 RGB	60/300	4.8	0.60	3.00
SMD 5050RGB+W	60/300	9.6	1.20	2.00

2. Discharge yourself before assembly, preferably by touching a metal element that discharges static electricity.
3. Gently remove the LED strip from the packaging.
4. Check the quality of the strip before installation.
5. You can shorten the strip by cutting it in a marked place.
6. Mark and clean the assembly site thoroughly.
7. Remove the protective paper strip from the bottom of the LED strip.
8. Stick the strip in the marked place. Additionally, use a mounting adhesive in selected places to ensure that the strip does not peel off.
9. While observing the polarity, connect the LED strip with the power supply.

Make sure that all electrical connections and fastenings are made correctly.

MOST FREQUENT MISTAKES MADE WHEN INSTALLING LED STRIPS:

1. Creating induction loops, which significantly reduces the service life of LED strips. In addition, induction loops generate and at the same time receive interference from and to other electronic devices.
2. Too rare power supply of LED strips, treating them as electric wires.
3. Too small cross-sections of power cords.
4. One-sided power supply of strip sections longer than 1-2 metres.
5. Failure to connect ground to power supplies.
6. Use of linear power supplies.
7. Failure to provide heat dissipation from the installation.
8. Damage to diodes during soldering.
9. Incorrect selection of installation elements.
10. Installation with power on.
11. Problems with electrostatics

THE GUARANTEE DOES NOT INCLUDE:

- a. Damage caused by weather conditions.
- b. Defects due to poor maintenance, improper storage, and exposure to chemicals.
- c. Damage caused by soldering with a transformer soldering iron.
- d. Damage caused by failure to ensure heat dissipation from the LED strip.
- e. Tearing off the self-adhesive tape.
- f. Shortening the life of strips that were mounted in a closed circuit and which created an induction loop.
- g. Damage resulting from an insufficient supply of LED strips, table No. 1
- h. Damage caused by connecting the strip to the power source during installation.
- i. Damage resulting from the installation of IP63, IP65 strip on the surface which does not dissipate heat.
- j. To maintain the guarantee, check the quality of the strip BEFORE sticking it to the surface.**
- k. The tapes from the basic series are intended only for domestic use. Using them in commercial solutions (e.g. lighting of storefronts, signs, etc.) will cause the exclusion of the guarantee.**

In the case when the already mounted strip is damaged during the guarantee period, you should:

- a. Report the damage to the point of sale
- b. Send the relevant documentation, including photos (what type of strip the complaint concerns, description of the method of connecting the strip with power supplies and accessories used during assembly)
- c. not dismantle the installation without prior consultation with the manufacturer

Annex no. 1

COMPLAINT DOCUMENT

COMPLAINT NO.	
WAYBILL NO.	

COMPANY NAME:			
PERSON FILING THE COMPLAINT:			
TELEPHONE NUMBER:			
E-MAIL:			
PROOF OF PURCHASE NUMBER:			
PROOF OF PURCHASE POSITION:			
FAULTY PRODUCT/QUANTITY:	GOODS	SERIAL NUMBER	QUANTITY
REASON FOR THE COMPLAINT:			
REMARKS:			
EXPECTATIONS:			