



The Lighting Company

D.T.S. Illuminazione s.r.l.
Via Fagnano Selve_10/12/14
47843 Misano Adriatico (RN)_Italy
Tel. +39 0541 611131
Fax: 0541 618210_+39 0541 611111 (international)
info@dts-lighting.it www.dts-lighting.it
C.F./P.IVA 02701930402 Capitale sociale euro 100.000,00
R.E.A. RN .277838

D.T.S. illuminazione srl Warranty Information

Limited Warranty

Unless otherwise stated, your product is covered by a 3 years parts and labor limited warranty.

D.T.S. Illuminazione srl warrants its products to be free from defects in material and workmanship during the warranty period , under normal use.

Dichroic filters, and lenses are not guaranteed against breakage due to transportation or scratches to coating.

Dichroic reflector is not guaranteed against breakage due to transportation.

Lamps are covered by the lamp manufacturer's warranty.

This warranty does not cover any defects due to or resulting from handling, abuse, misuse, nor shall it extend to any unit from which the serial number has been removed or altered, or modifications made by unauthorized service personnel or damage by flood (ip20-55-65 rated units), fire or other acts of nature.

The purchaser is responsible for having the equipment properly installed, operated under normal conditions with proper supervision and to perform periodic preventive maintenance.

It is the owner's responsibility to furnish receipts or invoices for verification of purchase, date and dealer or distributor.

If purchase date cannot be provided, date of manufacture will be used to determine warranty period.

The manufacturer will make the final determination as to whether or not the unit is covered by warranty.

If any parts are proven defective during the period of 3 year (Unless otherwise stated) from date of purchase, D.T.S.

illuminazione srl hereby guarantees to replace, without charge such part or parts.

Replacement parts may include remanufactured or refurbished parts or components.

After 3 year from purchase date (Unless otherwise stated), all labour and transportation charges in connection with replacement parts will be the purchaser's responsibility.

Repair or replacement as provided for under this warranty is the exclusive remedy of the consumer.

D.T.S. illuminazione srl does hereby exclude and shall not be liable to purchaser for any consequential or incidental damages including, but not limited to, damages to property, damages for loss of use, loss of time, loss of profits or income, resulting from any breach or warranty.





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3 years parts and labor limited warranty

- Electronic boards
- General mechanical parts
- Stepper motors / DC motors
- Electric cables including the ones under constant rotation between Base-Arm and Arm-Head of the unit
- LED panels on all DTS units

2 years parts and labor limited warranty

- CMY filters, Focus and Zoom lenses (not guaranteed against breakage due to transportation or scratches to coating)
- Reflector (not guaranteed against breakage due to transportation)
- Plastic covers and handles (not guaranteed against breakage due to transportation or scratches)

What the warranty does not cover

Any product on which the serial number has been defaced, modified or removed.

Damage, deterioration or malfunction resulting from:

- 1.Accident, misuse, neglect, fire, water (IP20 rated units), or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
- 2.Any damage of the product due to shipment.
- 3.Removal or installation of the product.
- 4.Causes external to the product, such as electric power fluctuations or failure.
- 5.Use of supplies or parts not meeting D.T.S. specifications.
- 6.Normal wear and tear.
- 7.Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of user-cleanable projector filters.
- 8.Any other cause which does not relate to a product defect.





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Returning an Item Under Warranty for Repair

It is necessary to obtain a Return Material Authorization (RMA) number from your dealer or point of purchase before any units are returned for repair. Any unit or parts returned to D.T.S. illuminazione srl must be packaged in a suitable manner to ensure the protection of such unit or parts. The package must include RMA number and written explanation of the supposed problem or malfunction.

Ship returned Product units or parts to:

D.T.S. Illuminazione srl via Tavoleto 93 - 47832 San Clemente (RN) - ITALY

Note: Freight Damage Claims are invalid for fixtures shipped in non-factory boxes and packing materials.

Freight

All shipping will be paid by the purchaser. Items under warranty shall have return shipping paid by D.T.S. Illuminazione srl. Under no circumstances will freight collect shipments be accepted. Prepaid shipping does not include rush expediting such as air freight.

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