

Warranty for UV-lamps Powerline S

The lamps of the series Powerline S with the capacity of 0,65 - 3 kW are designed for a lifetime of approx. 8.000 operating hours.

In case of a lamp failure within the first 2.000 operating hours ProMaqua will compensate 100% for the lamp's material value.

Between 2.000 and 8.000 operating hours from 100% to 10% of the material value will be compensated (compensation rate [%] = $145 - 0,022 \times \text{operating hours}$).

A lamp failure is given, if the minimum irradiance is not maintained despite of a checked sensor, a clean lamp protection tube and sensor window as well as a proved correct water transmission (minimum irradiance = 50% of the initial radiation after burning in the lamp, which is approx. after 2-10 operating hours after start-up).

Warranty can only be granted, if the following preconditions are met:

1. Installation and commissioning of the UV-system by an authorised ProMaqua customer service.
2. Installation and commissioning of the lamps had been documented with a commissioning protocol, which had been countersigned by the client and contains the following information:
 - a) serial number of the lamp and the complete system
 - b) operating hours and system start-ups
 - c) commissioning date of the new lamps
 - d) water transmission at 254 nm at the time of starting new lamps
 - e) irradiance according to the display of the Dulcodes system after the burning in period (value must be reported by operator approx. 2-10 hours after start-up)
3. A warranty claim has to be applied at ProMaqua by indicating the following data ascertained by an authorised customer service:
 - f) commissioning protocol of the lamp
 - g) operating hours of the lamp and lamp starts as well as operating hours and starts of the complete system
 - h) water transmission at 254 nm at the time of lamp problem
 - i) irradiance according to the display of the Dulcodes system
 - j) irradiance according to the display of the Dulcodes system after cleaning of the lamp protection tube and sensor window as well as after a sensor check using a exchange sensor if applicable
4. Up to the final decision the reclaimed lamp have to be stored by the authorised customer service and, if required, sent to ProMinent Heidelberg at its own expense.