



Guarantee and Warranty Terms

(02/2026)

Preamble

These guarantee and warranty terms apply to the following companies of the din group (hereafter referred to as "din"):

- din - Dietmar Nocker Sicherheitstechnik GmbH & Co KG, Kotzinastraße 5-7, 4030 Linz, Austria
- din - Dietmar Nocker Sicherheitstechnik Deutschland GmbH, Semmelweisstraße 8, 82152 Planegg, Germany
- din-Sicherheitstechnik Italia S.r.l., Rienzfeldstraße 30, 39031 Bruneck, Italy
- din-Dietmar Nocker Sicherheitstechnik d.o.o., Cesta k Tamu 12, 2000 Maribor, Slovenia

The following provisions are binding for all products and services of the din group, unless expressly agreed otherwise.

1) Guarantee

Conditions:

All guarantees quoted below apply only if the emergency lighting power supply unit is commissioned and the legally required annual function inspections and maintenance work are performed and documented by a licensed company or an approved specialist company.

LED lights are guaranteed for 50,000 hours or 5.7 years

din guarantees for all lights that are integrated with din-LED-Laser technology in combination with either PLC24-, ILS-, ILS-D-, S3-, sc AT- or sc CMR electronics that 50,000 hours or 5.7 years will be maintained (max. 50,000 hours or 5.7 years + 4 months after delivery), provided the following conditions are met:

- The lights may be operated only at approved locations. (see technical data in the operating manual)
- The guarantee applies to the entire luminaire (light housing, LED insert, lithium-ion battery, PLC24, ILS, ILS-D, S3, sc AT – self-contained automatic test, sc CMR – self-contained central monitored radio control electronics).
- Visible deviations from published electrical or optical specifications – for example, a decrease in light intensity or a change in the colour of the light – are considered normal and are not covered by these guarantees.
- din guarantees that after 50,000 hours at least 70% of the original light intensity will still remain, provided the lights are operated in the authorised temperature ranges. (see technical data in the operating manual)
- All technical planning data for the lights are calculated with reserves for the standardised illumination in the pictogram surfaces, whereby the standard conformity is also achieved in case of light emissions up to 70%.
- In the event of a warranty claim, din will provide the LED replacement kit free of charge.

50,000 hours or a 5.7-year guarantee for SC CMR NET self-contained battery controllers as well as emergency lighting power supply units in the SU series and for din battery systems (DBS), each including the safety power source and the SU ESF30 / DFS E30 housing

din guarantees a lifespan of 50,000 hours for all SC CMR NET self-contained battery controllers (SC CMR NET 50/100/200 Controller) as well as all systems (including the safety power source) in the SU<cf> </cf>-series (SU 2/4/6, SU 2/4/6 NET, SU 2/4/6 FSU, SU 2/4/6 ESF30, SU 2/4/6 NET ESF30, SU 2/4/6 F SU ESF30, SU NG, SU NG ESF30) and the DBS series (din battery systems incl. safety power source and DFS E30 housing) have a service life of 50,000 hours or 5.7 years from the date of commissioning (max. 50,000 hours or 5.7 years + 4 months from the date of supply), provided the following points are observed:

- The self-contained battery controller and the emergency lighting power supply units may be operated within the authorised environments and temperature ranges. (see technical data in the operating manual)
- The din safety power sources are enclosed lead batteries that must be operated in the temperature range 20°C ± 10% and used in accordance with EN 50172, EN 50171 and EN IEC 62485-2. The capacity must be adjusted as required by the standard to suit the temperatures at the set-up location.
- din safety power sources are LiFePO4, lithium iron phosphate batteries must be operated in environmental temperature range from +10 °C to +35 °C and used according to EN 50171. The capacity must be adjusted to suit the temperatures at the set-up location.
- During commissioning/initial installation, the din safety power source must be charged completely.
- No interruption to the charge of the din safety power sources over a period longer than 4 months in the completely charged condition.
- After discharging the din safety power sources, a complete charge must follow immediately afterwards.



- The SU ESF30 / DFS E30 fire protection housings are only combined with components defined according to the test certificate and have been set up in accordance with the available SU ESF30 / DFS E30 assembly and operating manual.
- The self-contained battery controllers, emergency lighting power supply unit and the SU ESF30 / DFS E30 housing are serviced in accordance with legal requirements, but at least once a year.

In accordance with legal regulations at the time of commissioning, din guarantees that the entire system will remain completely functional for the specified duration of 50,000 hours or 5.7 years. (Compliance with autonomy time, technical functionality, etc.) In the event of a warranty claim, din will provide a free repair or an equivalent replacement device. Possible disassembly, assembly, and other subsequent costs and auxiliary costs are not included in the guarantee.

Guarantee for din safety power sources

For din safety power sources as LiFePO₄ – lithium iron phosphate batteries, which are operated in combination with an SU system or installed in these systems as a replacement safety power source, din generally provides a 50,000-hour or 5.7-year full warranty from the date of commissioning (max. 50,000 hours or 5.7 years + 4 months from the date of supply), provided that the following points are observed:

- During commissioning/initial installation, the din safety power source must be charged completely.
- No interruption of the charge in a fully charged state for a time frame longer than 4 months.
- After discharging the safety power sources, a complete charge must follow immediately afterwards.
- din safety power sources must be operated in environmental temperature range from +10 °C to +35 °C and used according to EN 50171. The capacity must be adjusted to suit the temperatures at the set-up location.
- Commissioning the emergency lighting power supply unit in case of new safety power sources or installation and calibration according to the manufacturer's specifications for replacement safety power sources, all completed by a din service tech.

In case of din safety power sources as enclosed lead batteries installed in these systems as a replacement safety power source, din generally guarantees 3 years from commissioning (max. 3 years + 4 months from delivery), provided the following conditions are met:

- During commissioning/initial installation, the din safety power source must be charged completely.
- No interruption of the charge in a fully charged state for a time frame longer than 4 months.
- After discharging the safety power sources, a complete charge must follow immediately afterwards.
- The din safety power sources must be operated in the temperature range 20°C ± 10% and used in accordance with EN 50172, EN 50171 and EN IEC 62485-2. The capacity must be adjusted as required by the standard to suit the temperatures at the set-up location.
- Commissioning the emergency lighting power supply unit in case of new safety power sources or installation and calibration according to the manufacturer's specifications for replacement safety power sources, all completed by a din service tech.

All items from CEAG/EATON are excluded from the guarantee.

The guarantee does not cover:

- Any incidental expenses that arise in connection with the guarantee such as, for example, costs of assembly and disassembly, shipping or disposal fees, travel- or transit time, lifting equipment, scaffolding, etc.
- Items such as laptop computers, PC hard drives, and printers are excluded from the din-Sicherheitstechnik guarantee. Legal guidelines apply.

The guarantee is terminated immediately upon any hardware or software modifications or alterations undertaken without written permission from din, or if the self-contained battery controller or emergency lighting power supply unit is improperly maintained or serviced.

2) Warranty

In general, certain legally-binding terms of the warranty go into effect after the contract is signed.

Warranty Restrictions Based on Statutory Provisions:

Please note that emergency lighting systems are considered to be an engineered safety feature, for which the legislature has stipulated a schedule of inspections and maintenance to assure safe operation. Refer to the following regulations in this case: Workplace ordinance, EN 50172, EN 50171, EN IEC 62485-2, EN 1838, EN 62034, building permit or construction permit and fire safety concept.

Country-specific supplements:

- Austria: Technical information for workplaces, OIB guidelines, OVE E 8101, OVE guideline R 12-2, ÖVE/ÖNORM E 8002
- Germany: DIN VDE 0108-100-1, standard for electrical safety testing, ASR A2.3, ASR A3.4



In general, warranty claims will be considered only if the following conditions are met:

- Inspections legally required as part of initial start-up, restarts, or for ongoing operation must be done thoroughly and a complete record of them kept. (Documentation per EN 50172)
- The functional tests must be carried out and recorded in accordance with the intervals specified by law. See EN 50172 and EN 62034.
- The annual inspection and maintenance work required by law in accordance with the regulations mentioned in the introductory paragraph must be carried out by the installer of the system (licensed company or approved specialist company) or by din.
- Changes in the hardware and software of the self-contained battery controller or the emergency lighting power supply, not carried out by din, immediately self-contained all warranty claims for the individual battery controller, the emergency lighting power supply and lights. The event log stored in the self-contained battery controller or emergency lighting unit serves as proof.
- The operator must service and clean the emergency-lighting equipment, the self-contained battery controller, its components, electronics, lights, and safety power sources in accordance with regulations. Thick layers of dust on electronic components from drilling, plaster residues, moisture, etc. impair their ability to function and invalidate the warranty.
- Only the statutory warranty period applies to purchased parts like computer parts or printers.
- The warranty applies as exclusive on the condition that the products are used in accordance with the specified product and application specifications (data sheet) and were professionally installed and commissioned (according to the assembly manual accompanying the product).
- The emergency lighting power supply unit, the self-contained battery controller, the components, electronics, lights, and safety power sources may not be exposed to an aggressive, caustic atmosphere.
- Consumables are excluded from warranty claims.
- A warranty claim is terminated immediately if devices or lights are altered or repaired without written consent from the manufacturer or if items are installed incorrectly or by unqualified personnel.

All CEAG/EATON items feature a 12-month warranty from delivery.

In case of products with obvious transport damage, no claims originating from the warranty/guarantee shall be honoured. It must be ensured that received goods are checked for damage immediately upon acceptance so that possible transport damage may be credibly assigned to the courier.

Any incidental expenses that arise as a consequence of a deficiency (such as costs of assembly and disassembly; shipping of a faulty, repaired, or new product; waste disposal; travel- or transit time; lifting equipment and scaffolding) are not covered, unless such costs are communicated in advance and approved in writing by din.

The firm installing the facility must make the terms of the warranty conditions known to the facility operator.



3) Telematics log data

din collects telematics data from running operation of the din emergency lighting system to visualise correct operation. The data is stored and hosted in the Microsoft Azure Cloud (within the EU) to ensure the quality and functionality of the din emergency lighting systems and to increase the level of security. Furthermore, provided that the technical prerequisites and added value in terms of safety for users, operators and owners are met, maintenance work will be carried out by remote maintenance as part of newly concluded or existing maintenance agreements.

The telematics module possesses a CE declaration, conforms with standards and all applicable guidelines, and is officially approved. Any possible responsibility for resulting damages shall only be accepted in case of proof of gross negligence or intent.

The user, operator or owner of the din emergency lighting system can opt out of both the activation of the telematics module and the remote maintenance of their din emergency lighting system in writing. In case of deactivation of the module, the current guarantee and warranty conditions of din shall nevertheless apply to the emergency lighting system.

din group
www.din-notlicht.com