

## REGISTERING A COMPLAINT

Complaints should be reported to the following address: [order@uv.opole.pl](mailto:order@uv.opole.pl), taking into account the following information:

*System number:*

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*Lamp serial number:*

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*Lamp running hours:*

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*Reason of lamp failure:*

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GEW provides a 1000-hour lamp warranty on all standard mercury lamps and 700 hours on all doped lamps. The warranty we offer applies only when the UV system has been installed, commissioned and serviced in accordance with GEW specifications. It does not cover deterioration in ink curing performance caused by external contamination of the lamp, or variability in the curing speed of ink.

### DAMAGES DURING TRANSPORT:

For this lamp warranty claim to be successful, the bag in which the lamp was delivered must be completely sealed and this must be evident in the photograph. Removal of the sleeve will void the warranty.