



# Price List 2013 v1

Emergency Lighting  
Systems

**Honeywell**



# Table of Content

<b>Price List</b>	<b>5</b>
AeriLED	7
UniLED	7
ExiLED	8
OmniLED	9
OvaLED	9
ProLED	9
MaxLED	10
Steel protective covers for signalling panels	11
<b>General Sales Conditions</b>	<b>13</b>
<b>Practical Information</b>	<b>17</b>
1. Price List policies and sales procedures	19
2. Order policy	20
3. How to trace your packages shipped	24
4. Warranty	25
5. Returning material policy	25
6. Services from HLS	26
7. Environmental taxes	27

## Table of Content

## Notes



## Price List

**Honeywell**



## Price List

REFERENCE	DESCRIPTION	PRICE	LEAD TIME
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### AeriLED

#### AeriLED luminaries

290071	AeriLED AP NM ST LED 230V 1hr	140,00 €	4W
290161	AeriLED ER NM ST LED 230V 1hr	140,00 €	4W

#### AeriLED accessories

2925024	Battery 4,8V/1,2Ah NiMH	19,00 €	4W
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### UniLED

#### UniLED luminaries

290050	UniLED Combi ST LED 230V 1hr w/pict.	148,00 €	1W
290050-3h	UniLED Combi ST LED 230V 3hr w/pict.	180,00 €	4W

#### UniLED pictograms

290309	UniLED pictogram one-sided RLD	9,50 €	1W
290309.M	UniLED pictogram one-sided Main Entrance Symbol	7,00 €	1W
290201	UniLED double diffuser w/pictogram RLD	66,00 €	1W
2992009	UniLED pictogram double arrow RL	9,50 €	4W
2992018	UniLED pictogram doubles. arrow D	9,50 €	4W

#### UniLED accessories

2951050	UniLED diode matrix	36,50 €	4W
290099	Plug-in modul potfree	50,00 €	4W
2925024	Battery 4,8V/1,2Ah NiMH	19,00 €	4W
299004	UniLED protecting grid	145,00 €	1W
299003	UniLED pendular suspension 1m	145,00 €	1W
299002	UniLED ceiling bracket	31,50 €	1W
299001	UniLED flag console	40,00 €	1W
290310	UniLED complete bracket for chain	15,50 €	1W
10749	Chain 2x15x10	11,50 €	1W

## Price List

REFERENCE	DESCRIPTION	PRICE	LEAD TIME
<b>ExiLED</b>			
<b>ExiLED luminaries</b>			
290080	ExiLED M ST LED 22m 230V 1hr	149,00 €	1W
290080-3h	ExiLED M ST LED 22m 230V 3hr	165,00 €	4W
290120	ExiLED M ST LED 34m 230V 1hr	168,00 €	4W
290130	ExiLED M ST LED 44m 230V 1hr	179,00 €	4W
<b>ExiLED pictograms</b>			
290080.5	ExiLED pictogram 22 R one-sided	43,00 €	1W
290080.2	ExiLED pictogram 22 R two-sided	43,00 €	1W
290080.4	ExiLED pictogram 22 D one-sided	43,00 €	1W
290080.1	ExiLED pictogram 22 D two-sided	43,00 €	4W
290080.7	ExiLED pictogram 22 U one-sided	43,00 €	4W
290080.3	ExiLED pictogram 22 U two-sided	43,00 €	4W
290080.6	ExiLED pictogram 22 L one-sided	43,00 €	1W
290120.5	ExiLED pictogram 34 R one-sided	65,00 €	4W
290120.2	ExiLED pictogram 34 R two-sided	65,00 €	4W
290120.4	ExiLED pictogram 34 D one-sided	65,00 €	4W
290120.1	ExiLED pictogram 34 D two-sided	65,00 €	4W
290120.7	ExiLED pictogram 34 U one-sided	65,00 €	4W
290120.3	ExiLED pictogram 34 U two-sided	65,00 €	4W
290120.6	ExiLED pictogram 34 L one-sided	65,00 €	4W
290130.5	ExiLED pictogram 44 R one-sided	85,60 €	4W
290130.2	ExiLED pictogram 44 R two-sided	85,60 €	4W
290130.4	ExiLED pictogram 44 D one-sided	85,60 €	4W
290130.1	ExiLED pictogram 44 D two-sided	85,60 €	4W
290130.7	ExiLED pictogram 44 U one-sided	85,60 €	4W
290130.3	ExiLED pictogram 44 U two-sided	85,60 €	4W
290130.6	ExiLED pictogram 44 L one-sided	85,60 €	4W
<b>ExiLED accessories</b>			
290192	ExiLED 22 protection grid	72,00 €	4W
290183	ExiLED 22 diode matrix	22,70 €	4W
290190	ExiLED 22 kit for recessed mounting	50,00 €	1W
290193	ExiLED 34 Protection grid	75,00 €	4W
290184	ExiLED 34 diode matrix	29,00 €	4W
290194	ExiLED 44 protection grid	79,00 €	4W
290185	ExiLED 44 diode matrix	34,00 €	4W
290187	ExiLED flag mounting bracket	106,00 €	4W
290189	ExiLED pendulum suspension kit 1m	96,00 €	4W
290180	ExiLED Battery 3,6V/1,2Ah NiMH	15,00 €	4W

## Price List

REFERENCE	DESCRIPTION	PRICE	LEAD TIME
290188	ExiLED Spacer for ceiling mounting	7,50 €	4W
290191	ExiLED wire suspension kit 4m	96,00 €	4W
290186	ExiLED wall bracket	16,00 €	4W
290099	Plug-in modul potfree	50,00 €	4W

## OmniLED

### OmniLED luminaries

290060	OmniLED NM ST LED 230V 1hr	140,00 €	4W
290063	OmniLED R NM ST LED 230V 1hr	140,00 €	1W
290063-3h	OmniLED R NM ST LED 230V 3hr	165,00 €	4W

### OmniLED accessories

2925024	Battery 4,8V/1,2Ah NiMH	19,00 €	4W
290099	Plug-in modul potfree	50,00 €	4W
290182	Unloading plate, max cut out 145mm	12,00 €	4W

## OvaLED

### OvaLED luminaries

290150	OvaLED NM ST LED 230V 1hr	140,00 €	1W
290150-3h	OvaLED NM ST LED 230V 3hr	165,00 €	4W
290153	OvaLED R NM ST LED 230V 1hr	140,00 €	1W

### OvaLED accessories

2925024	Battery 4,8V/1,2Ah NiMH	19,00 €	4W
290099	Plug-in modul potfree	50,00 €	4W
290182	Unloading plate, max cut out 145mm	12,00 €	4W

## ProLED

290410	ProLED combi ST LED 230V, 1h w/pict.	179,00 €	1W
290412	ProLED E combi ST LED 230V 1t w/pict.	229,00 €	4W

## Price List

REFERENCE	DESCRIPTION	PRICE	LEAD TIME
<b>MaxLED</b>			
<b>MaxLED 26 luminary</b>			
290264	MaxLED M ST LED 26m 230V 1h	229,00 €	4W
<b>MaxLED 26 accessoires</b>			
290264.1	MaxLED pictogram 26m arrow D	9,50 €	4W
290264.2	MaxLED pictogram 26m arrow R	9,50 €	4W
290264.3	MaxLED pictogram 26m arrow L	9,50 €	4W
290264.4	MaxLED pictogram 26m arrow U	9,50 €	4W
290180	Battery 3,6V/1,2Ah NiMH	15,00 €	4W
290186	Exi/MaxLED wall bracket	16,00 €	4W
290299	MaxLED 26m protection grid	75,00 €	4W
290189	Exi/MaxLED pendant kit 1m	96,00 €	4W
290191	Exi/MaxLED wire suspension kit, 4m	96,00 €	4W
290295	MaxLED 26m flag mounting bracket	88,00 €	4W
290188	ExiLED Spacer for ceiling mounting	7,50 €	4W
290331	Blinder for use when only one-sided pictogram	5,50 €	4W
290099	Plug-in modul potfree	50,00 €	4W
<b>MaxLED 47 luminary</b>			
290263	MaxLED M ST LED 47m 230V 1h	340,00 €	4W
<b>MaxLED 47 accessoires</b>			
290263.1	MaxLED pictogram 47m arrow D	20,00 €	4W
290263.2	MaxLED pictogram 47m arrow R	20,00 €	4W
290263.3	MaxLED pictogram 47m arrow L	20,00 €	4W
290263.4	MaxLED pictogram 47m arrow U	20,00 €	4W
2925024	Battery 4,8V/1,2Ah NiMH	19,00 €	4W
290186	Exi/MaxLED wall bracket	16,00 €	4W
290298	MaxLED 47m protection grid	79,00 €	4W
290189	Exi/MaxLED pendant kit 1m	96,00 €	4W
290191	Exi/MaxLED wire suspension kit, 4m	96,00 €	4W
290188	ExiLED Spacer for ceiling mounting	7,50 €	4W
290330	ExiLED Spacer for ceiling mounting	13,00 €	4W
290099	Plug-in modul potfree	50,00 €	4W

## Price List

REFERENCE	DESCRIPTION	PRICE	LEAD TIME
<b>MaxLED 65 luminary</b>			
290265	MaxLED M ST LED 65m 230V 1h	395,00 €	4W
<b>MaxLED 65 accessoires</b>			
290265.1	MaxLED pictogram 65m arrow D	37,00 €	4W
290265.2	MaxLED pictogram 65m arrow R	37,00 €	4W
290265.3	MaxLED pictogram 65m arrow L	37,00 €	4W
290265.4	MaxLED pictogram 65m arrow U	37,00 €	4W
2925024	Battery 4,8V/1,2Ah NiMH	19,00 €	4W
290186	Exi/MaxLED wall bracket	16,00 €	4W
290300	MaxLED 65m protection grid	89,00 €	4W
290189	Exi/MaxLED pendant kit 1m	96,00 €	4W
290191	Exi/MaxLED wire suspension kit, 4m	96,00 €	4W
290188	ExiLED Spacer for ceiling mounting	7,50 €	4W
290332	Blinder for use when only one-sided pictogram	22,00 €	4W
290099	Plug-in modul potfree	50,00 €	4W

## Steel protective covers for signalling panels

STI 9640	Exit light guard (Dimensions: 270 x 350 x 65 mm)	65,00 €	1W
STI 9641	Exit light guard (Dimensions: 270 x 380 x 100 mm)	76,00 €	2W
STI 9645	Exit light guard (Dimensions: 350 x 550 x 150 mm)	108,00 €	2W
STI 9649	Exit light guard (Dimensions: 254 x 558 x 241 mm)	143,00 €	2W





# **General Sales Conditions**

**Honeywell**



# General Sales Conditions

## 1. Orders and contracts

All written orders by the purchaser imply full agreement with the present conditions which shall govern the contract to the exclusion of all other specifications, unless otherwise agreed between parties in a signed written document.

In particular the purchaser renounces the application of his own sales and purchase conditions.

## 2. Price

All indicated list prices are gross prices in Euro, ex-warehouse without taxes.

If forced by law, HONEYWELL LIFE SAFETY (here below mentioned as HLS) can invoice taxes, such as recycling taxes.

Quotations from HLS sales representatives automatically expire 3 months after they have been issued, unless accepted by the purchaser within the deadline.

## 3. Payment

Invoices are payable at our company's registered office by the stated due date.

Any amount not paid by due date bears interest, automatically and without notification, at the rate of 1 % per month. If payment is not made by due date, the purchaser shall be required to pay in addition the equivalent of 10 % of the principal amount due, with a minimum of 62 euros and a maximum of 620 euros per invoice, by way of contractual damages.

Payment by presentation of bills of exchange by the purchaser can never imply a derogation from these provisions: all costs arising out of this method of payment shall be borne exclusively by the purchaser.

The delivered goods belong to HLS until the customer has paid all his debts.

## 4. Delivery and approval

Orders shall be delivered from our warehouses in Neuss (Germany). The goods shall always be transported at the expense and risk of the purchaser, even if he has entrusted us with choosing the transporter in his place.

Deliveries shall be approved by the purchaser upon presentation of the delivery note accompanying our consignments.

The conformity of the material purchased can only be disputed if a written complaint is lodged by the purchaser within no more than 3 days of receipt of the goods.

## 5. Delivery terms

HLS makes every effort to respect the deadlines for supplies requested or agreed. However, as HLS depends itself on foreign suppliers, which the purchaser acknowledges, HLS cannot provide any guarantees regarding respect of these deadlines. Failure to deliver at the agreed date shall never constitute an essential breach of contract.

Delays in supplies cannot, therefore, ever justify the termination of the contract by the purchaser or the awarding of damages in his favour, except in the event of serious fault on our part, duly proven.

## 6. Guarantees

According to the product group, HLS products have different periods of warranty. The corresponding periods of warranty are clearly defined in this pricelist, (§ 4. Warranty).

The warranty shall only apply to the defect which is the subject of the complaint that has been declared in written by the customer within the warranty deadline and under condition that the equipment has been used and installed in accordance to the manufacturer's instructions.

The guarantee is limited to the repair and/or replacement of the defective equipment to the exclusion of all damages. HLS does not represent that its products will prevent any loss by fire or that the product will in all situations provide the protection for which it is intended to be installed. Under no circumstances shall HLS be liable for any loss or damage to property, direct, incidental or consequential, arising out of the use of, or inability to use HLS products. Under no circumstances shall HLS be liable for any personal injury or death which may arise in the event of, or as a result of personal, commercial or industrial use of its products.

# General Sales Conditions

## 7. Disputes

All obligations arising from the agreements concluded between HLS and the purchaser must be executed in the country of origin of HLS's invoices. The Courts of this legal district are, moreover, contractually acknowledged by the purchaser and the seller as the only courts competent for handling any disputes arising from the interpretation or execution of contracts or the present general conditions.

They shall apply law of the country of origin of HLS's invoices only and shall give priority to the English text of these general conditions in the event of a dispute as to meaning or scope.



## Practical Information

## Practical Information

### 1. Price List policies and sales procedures

As HONEYWELL LIFE SAFETY (HLS) does not manufacture all of the items listed, the customer is required to follow actual manufacturers' instructions in conformity with the local standards, codes and requirements for appropriate installations.

HLS is in never responsible for installations built of items in this pricelist. Plans and specifications are interpreted as required, but HLS takes no responsibility that the information provided is suitable for the intended purpose.

#### a. Emergency Lighting Systems Price List January 2013, V1

Prices are mentioned in Euro.

All indicated prices are gross, excluding VAT.

All orders and invoices will be issued in Euro.

Effective date of application of this price list 2013: 01/01/2013.

#### b. Policy and service

HLS aims to satisfy the customer completely by providing high quality products and quick deliveries. HLS maintains large factory inventories, always attempting to render prompt service.

In this pricelist, some products are marked with 2W, 4W, 6W, 8W indicating the estimated lead time in number of weeks, after placing the order. Standard products which HLS generally has in stock are marked with 1W.

HLS has a policy of product improvement and reserves the right to change or discontinue any product listed. HLS reserves the right to accept or refuse any order. All information supplied by HLS is believed to be accurate, but HLS is not liable for errors and/or misinterpretations.

#### c. Payment and credit conditions

Orders will be shipped C.O.D. (Credit on Delivery) except to accounts with established credit. Standard credit terms, net 30 days, date of invoice (1% discount if paid within 7 days).

Prices are F.O.B. (Free on Board) Neuss (Germany), and are subject to change without notice. Until payment done, all delivered goods remain the property of HLS. The Customer may not charge or dispose of the goods or dispose of sums payable in respect of the goods by way of security.

The Customer may resell-or-otherwise dispose absolutely of the goods or install them in premises. This being only on condition that the property is deemed to be transferred to the Third Party upon discharge of the debt of the Customer to HLS for those products and all preceding unpaid liabilities.

Sums paid to the Customer shall to such extent automatically be the sum of payment of HLS and not of the Customer. HLS may obtain directly from the Third Party sums of money due to it and give a receipt therefore in the name of the Customer.

If HLS agrees, to induce payment by the Third Party to provide - or undertake to provide - maintenance services, licences or other products prepaid by the Third Party, which may as a result of the Customer's default not be provided, HLS may add the price to the Customer's debt.

Until payment, therefore, the relevant goods shall be held separately from the other Customer's goods. These goods must be maintained in 'as new condition' and clearly designated as HLS's property. HLS is authorised to enter on premises where the goods are stocked, inspect these and remove them if the Customer is in fault. If HLS's property is not clearly designated, HLS may remove any Honeywell branded products.

In case of any complaint about an invoice, the customer has to transmit a written complaint to the administration department within 10 days from date of invoice. Thereafter, no more corrective actions, like issuing credit notes, can be made.

HLS will stop all deliveries to customers which have open invoices with more than 15 days overdue payments. The customer will be informed in written at due date and it will be mentioned as well on all new Order Confirmations, transmitted by fax or e-mail.

## Practical Information

### d. Return or exchange of goods (See guidelines § 3)

A restocking charge of 25% of the value of returned goods will be automatically charged. Under returned goods, HLS understands goods which were wrongly ordered by the customer.

In case the customer sends an equal sized or valued replacement order, the restocking charge will be lowered to 15% (instead of 25%).

These goods have to be returned within 30 days from delivery date using the RMA form. The customer has to contact HLS first to get a RMA number. When returning products they should contain the original and unopened packaging. All returns for credit are subject to inspection and testing in our premises before actual determination is made to allow credit.

HLS will not be responsible for any dismantling, re-assembling or re-installation charges. Claims for shortages must be reported in written immediately, this means within the next 24h.

Be aware that not all product will be accepted for return or exchange. Every request for returning goods will be handled separately.

### e. U.S. trade embargoes

This is a general notice to all HLS customers to remind them of the various trade embargoes and restrictions imposed by the U.S. against certain countries, entities and individuals, and to outline the procedures to be followed to comply with this embargoes and restrictions.

#### PROHIBITED COUNTRIES:

Honeywell Corporate Policy 110 prohibits all direct and indirect transactions with embargoed countries, regardless of originating location. The embargoed countries include following countries: Cuba, Myanmar (Burma), Iran, Iraq, Liberia, North Korea, Syria, Sudan, Zimbabwe.

## 2. Order policy

### a. About the order

Only written orders received by fax, post or e-mail will be accepted and treated.

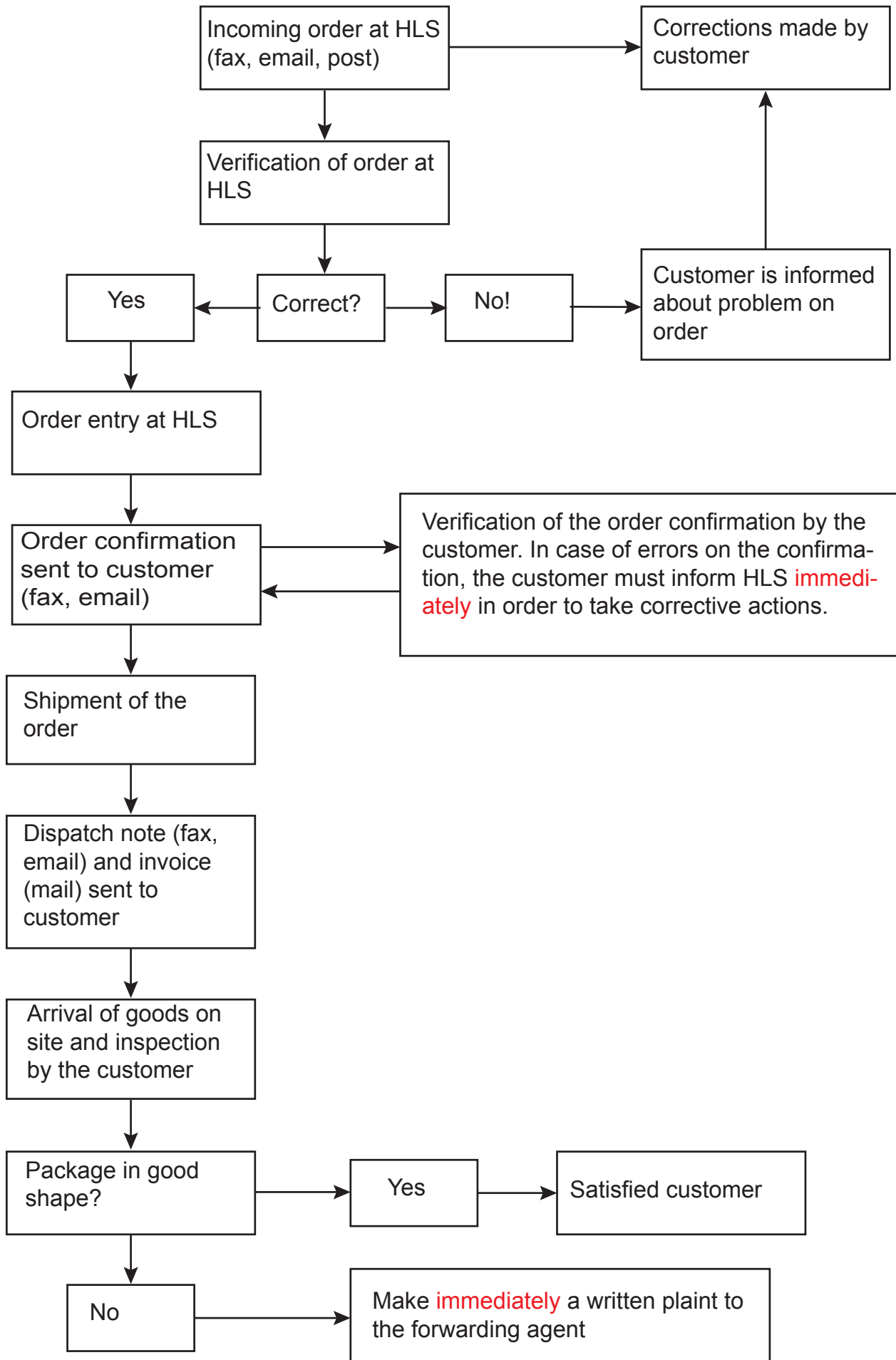
The order must include:

- product reference, description and quantity
- requested delivery date
- the customer's order reference

In case a written HLS quotation was made by a HLS sales representative then it is important that the HLS quotation reference is mentioned on the order as well, otherwise standard conditions will automatically be applied.

## Practical Information

### b. Purchase order flow chart



## Practical Information

### c. Delivery

All orders will be shipped separately at the address specified on the Customer's order. Collection of goods in any HLS office/warehouse is not allowed. If the customer suspects the goods have been damaged during transportation, the customer has to notify it by written to the forwarding agent at the time of the delivery.

### d. Administrative cost and freight cost

Additionally to the freights costs an administrative cost can be invoiced for small orders. In the below table are details about minimum order amounts to avoid administrative costs. All shipments will be subject of a freight cost irrespective of the total order amount.

The below mentioned rates are just an indication and are subject to change without any notice at any time.

#### Administrative fee:

Country of delivery	Nett order amount	
	< 500 €	>= 500 €
BENELUX & SWITZERLAND	15 €	
EU COUNTRIES (Non Benelux)	25 €	
NON EU (EXPORT)	75 €	75 €
EXPRESS DELIVERY	100 €	100 €

#### Custom clearance fee:

Country of delivery	Nett order incl. Freight	
	< 1000 €	>= 1000 €
EU COUNTRIES		
SWITZERLAND & NON EU		95 €

#### Freight cost (indicative tariffs):

BENELUX & SWITZERLAND*	UPS (48h delivery - if material in stock)	
*Note for shipments to Switzerland: these tariffs are only valid for orders with invoice amounts (freight cost included) below 1.000 € and less then 30kg.	0 - 10 kg	6,25 €
	10 - 20 kg	9,30 €
	20 - 30 kg	12,50 €
BENELUX & SWITZERLAND	DACHSER or TNT (2-5 days)	
	30 - 50 kg	41 €
	51 - 100 kg	46,50 €
	101 - 150 kg	52 €
	151 - 200 kg	62,50 €
	201 - 250 kg	73 €
	251 - 350 kg	85 €
	351 - 450 kg	125 €
	451 - 550 kg	135 €
	> 551 kg	T.B.A.
EU COUNTRIES (Non Benelux)		T.B.A.
NON EU (EXPORT)		T.B.A.
EXPRESS DELIVERY		T.B.A.

## Practical Information

ADR freight fee:

Country of delivery	DACHSER or UPS	
EU COUNTRIES	0 - 30 kg	10 €
	> 30 kg	35 €
NON EU COUNTRIES		T.B.A.

### Notes:

- The above mentioned prices are indicative tariffs (excl. VAT) and are subject to be changed without prior notice.
- The volumetric weight will be calculated for each shipment. If the volumetric weight is more than the weight in kg, then a freight cost will be invoiced based on the volumetric weight.
- Products like aerosols and flammable containers are considered as dangerous goods and will be shipped separately from the rest of the order.

Insurance of the freight is always included in the price.

A backorder shipment is always FOC in case HLS can't ship the complete order at once.

For orders on call, freight charges are applied at every shipment.

Express deliveries are only possible within the Benelux and Switzerland region, a "special handling fee" of 100 euros will be charged per shipment (Express Adm. cost).

Express shipment costs will be charged separately in accordance to chosen formula:

- Top Courier: same day delivery only if order is placed before 14.00 (only for The Netherlands)
- UPS Express: next day delivery before 10.30 (limited areas).

Express deliveries are not available for every city, please contact the logistic department.

The customer must specify clearly on the order which of the above express deliveries may be necessary.

### e. Order deadline for 48h deliveries

HLS takes special care to assure delivery of standard products within 48 hours.

If this 48h delivery turns out to be impossible, the customer will be informed by the delivery date given on the order confirmation.

To ensure delivery within 48h, HLS asks the customer to fax / e-mail the written order before 12h and 11h on Friday. For mounting and testing specific configured panels, standard lead time is 72h.

Every care has been taken in the preparation of this Price List. However, HLS shall not be responsible for any errors and/or misinterpretation of any of the mentioned prices and product descriptions. All prices and specifications are subject to change without notice.

### f. Order cancellation

In case of order cancellation, completely or partially, please note that a cancellation fee of 15% of the total cancellation amount will be invoiced.

Only products with a lead time equal to 1W (see lead time indication) can be cancelled. Special products are normally non stock products with a different lead time than 1W and are never subject for cancellation or credit. Cancellations have to be done in written within 24h after receipt of the order confirmation. Cancellations have to be reported asap to the Customer Service department to one of the following email addresses: customerservice.hlsbe@honeywell.com (BE) or customerservice.hlsnl@honeywell.com (NL).

## Practical Information

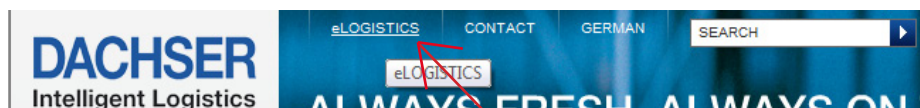
### 3. How to trace your packages shipped

The used carrier and tracking number for the package is mentioned on the bottom of the dispatch note sent by fax. HLS established partnerships with UPS and Dachser carrier companies. UPS will be used for shipping packages with a weight of less than 30kg and Dachser or TNT carrier services will be used for shipping packages of more than 30kg or pallets and for all ADR shipments. Delivery terms for UPS shipments are 48h and for Dachser or TNT shipments it will be 3-5 working days.

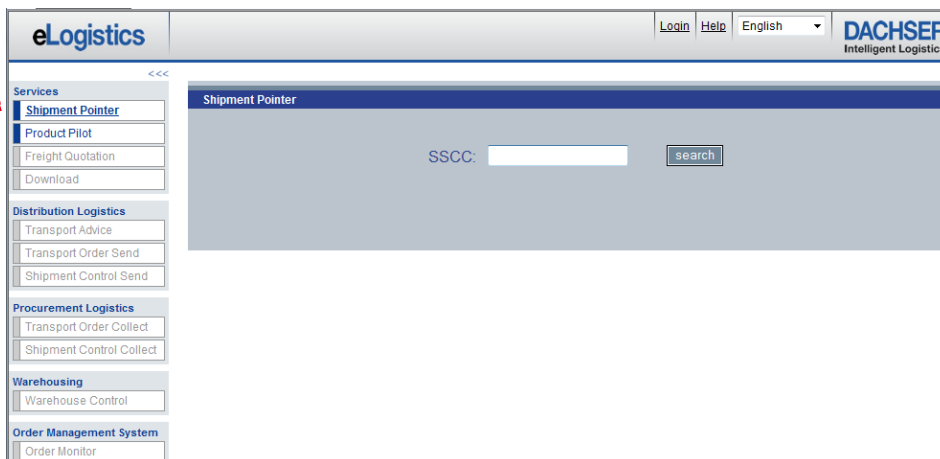
If there is marked UPS, go to the UPS website ([www.ups.com](http://www.ups.com)) and type the tracking number at the indicated space.



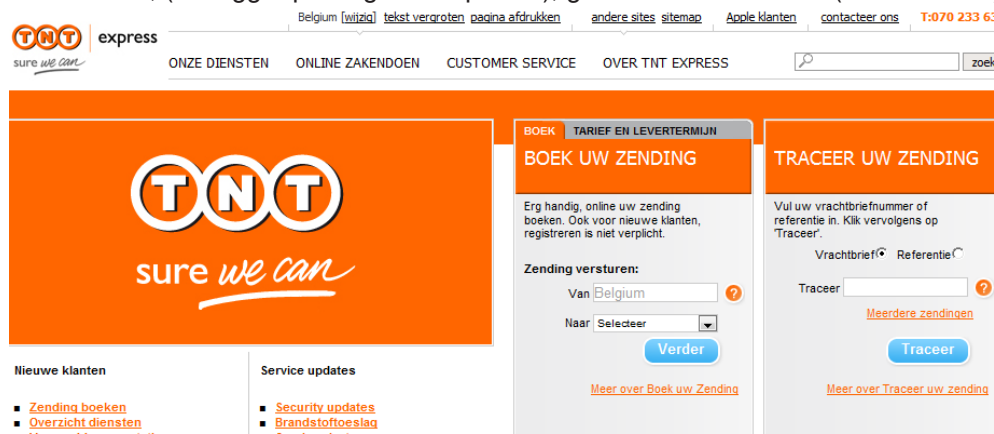
If there is marked Dachser, (for bigger packages and pallets (and for ADR shipments)), go to the Dachser website ([www.dachser.com](http://www.dachser.com)).



Go to "E logistics", "Shipment Pointer". There the tracking number can be inserted and any relevant information about the status of the shipment will be found.



If there is marked TNT, (for bigger packages and pallets), go to the TNT website ([www.tnt.com](http://www.tnt.com)).



## Practical Information

### 4. Warranty

HLS guarantees Emergency Lighting items against all manufacturing faults or hidden defects for a period of one (1) year from date of manufacture.

### 5. Returning material policy

#### a. Return for repair (RMAR procedure)

The following guidelines must be followed when returning defective products to HLS.

A return authorisation number has to be requested by using the standard RMAR form.

Please send requests per email ([repair.hls@honeywell.com](mailto:repair.hls@honeywell.com)) or by fax (+32 (0)4 247 02 20).

On receipt of the request, a first evaluation will be done by the HLS Technical Service, HLS reserves the right to accept or refuse the repair. In case the return is accepted, an RMAR number will be attributed and the customer can return the (defective) components or detectors/modules to the address mentioned below.

HONEYWELL LIFE SAFETY  
Attn. : Repair Department  
Avenue de l'Expansion, 16 d  
B-4432 ALLEUR (Belgium)

A copy of the RMAR form must be added to the shipped parcel. All returns for repair within warranty period will be first inspected to evaluate product failure. If product failure was not due to manufacturer's defect in material or workmanship, repair will not be covered under warranty, and automatically changed to a chargeable repair. All returned goods are automatically tested for diagnostic.

If no problem is detected, the product will be returned to the customer and costs will be invoiced.

#### b. Repair / Verification of Control Panels and Accessories

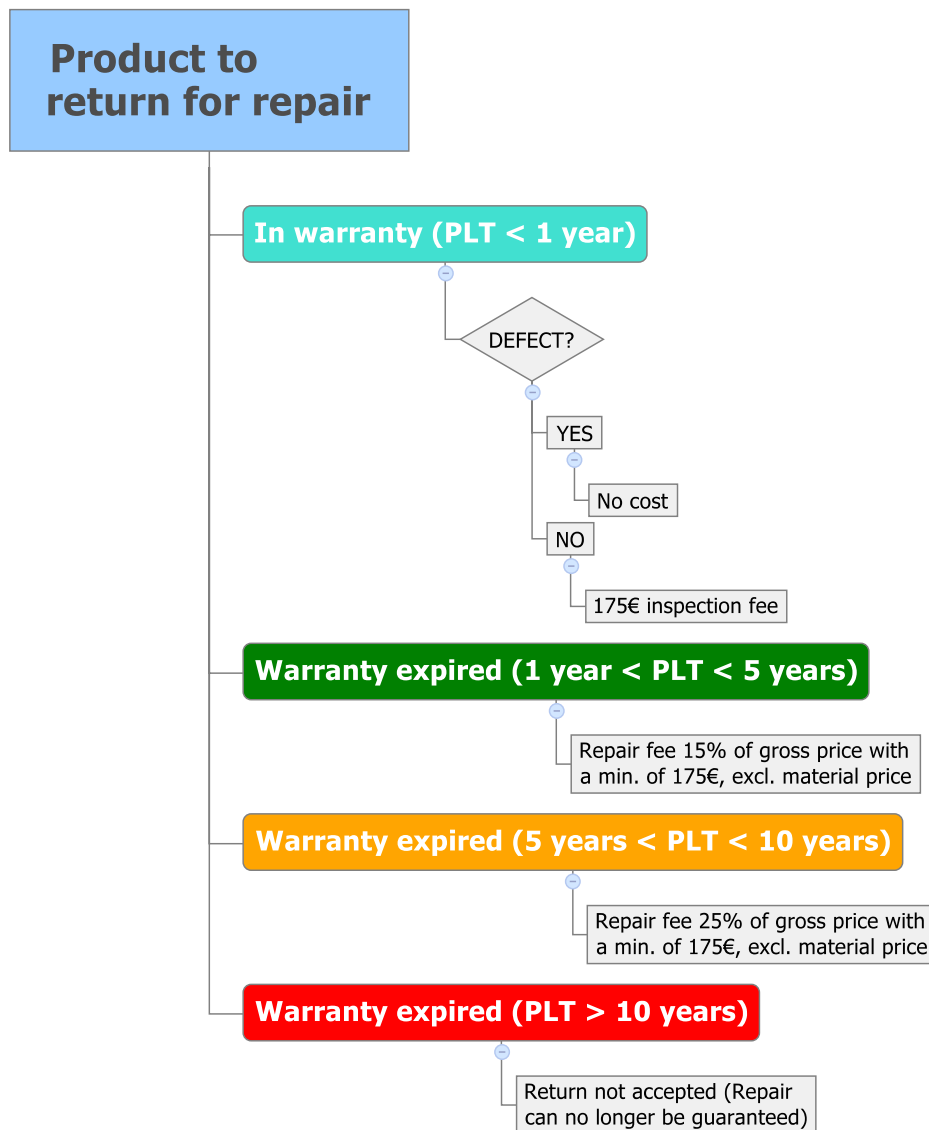
Each inspection / evaluation of a control panel and its elements or any other device (except detectors), will always imply a cost calculated at 15% of gross product price when the product is out of warranty and between 1 and 5 years old, or 25% of gross product price for products between 5 and 10 years old. Products older than 10 years are subject for evaluation. A minimum repair / verification charge of 175 Euro is applicable for all 'out of warranty' products. Above mentioned charge is excluding replaced parts or used materials for repair. These are billed separately on the invoice.

When a product is in warranty and found ok, a charge of 175 Euro is applicable for testing and verification. The product shall be returned via normal procedure to owner.

Products with a gross value of less than 500 € are considered as being not economical interesting to repair. In most cases it will be more cost-effective to order a new replacement product, rather than starting the repair procedure.

## Practical Information

### REPAIR PROCESS



\*PLT = Product Life Time

### c. Return for credit (Control Panel, detectors, accessories)

The following guidelines should be followed when returning products to HLS.

First, please contact your local customer service to obtain the standard return form and the RMA number (RMA form). They will help you to fill in this form with necessary information:

- Customer references
- References of products or components
- Exact quantities
- Invoice number or related order number
- Detailed description of the complaint/reason for return for credit (wrong delivery, wrong order quantity, ...)

Then, the customer can transmit the standard return form duly completed to the local customer service. On receipt of the request, a first evaluation will be done. HLS reserves the right to accept or refuse the return. The components or detectors/modules have to be returned to the address mentioned below. A copy of the RMA form must be added to the shipped parcel.

## Practical Information

HONEYWELL LIFE SAFETY  
Attn. : CUSTOMER SERVICE  
Avenue de l'Expansion, 16 d  
B-4432 ALLEUR (Belgium)  
Ref.: RMA number ...

When returning materials, please use the original carton containing packaging inserts.

All returns for credit are subject to inspection and testing in our premises before actual determination is made to allow credit.

Any item returned for credit which is out of warranty will be refused for credit. All material that doesn't comply with conditions for credit will be returned to the customer.

See also RETURN OR EXCHANGE OF MERCHANDISE § above.

## 6. Services from HLS

### a. Intervention on site

For all technical repairs and interventions on site or at the Customers premises, following rates are applicable:

82.5 € per hour (net, exclusive VAT), with a minimum of 1 hour.

0,62 € per Kilometre (net, exclusive VAT).

For a diagnostic site visit by our technical support engineers please fill in the Site Visit Request Form. No site visit will be carried out if there's not a representative of the customer present with knowledge of the installed system and trained by the HLS staff.

### b. Technical training at HLS

Only direct HLS customers can be registered to follow a technical training course on HLS products.

Technical training courses will take place in a HLS office and can be organised for a group of minimum 2 people and maximum 8 people. A Technical Training Request Form may be filled and fax to HLS as a training request. Upon arrival of such a Technical Training Request you will be contacted in order to fix a date for the requested technical training.

Training rate:

125 € (net, exclusive VAT) per person for 1/2 day (max. 8 people per group)

200 € (net, exclusive VAT) per person for 1 day (max. 8 people per group)

Introduction trainings of new products will be organised free of charge.

All participants of a training course will receive a Certificate of training.

Note : A combination of several parts upon request.

### c. Project studies made be HLS

As direct HLS customer you can fax / e-mail us your request for study of a specific project.

A lead time of min. 5 working days has to be taken into consideration. After confirmation by HLS you may send us a copy of the plans and all other info.

Included in the case study:

- quantifying number of different devices conform local standards
- product selection for the specific application
- implementation of devices on the plans (manually, not in CAD format)
- completing specification book

Request for project study" doc. has to be completed, signed off and returned to HLS for acknowledgment.

Every case study will be invoiced at a fix price of 500 € net, exclusive VAT.

In special cases where it is necessary to visit the site before making the case study, then the intervention on site rates will be applied. If the customer orders the HLS proposal for such a specific project, then a full credit note will be executed to cover the cost of the case study.

Note : Only ESD's will have the exclusive rights to make a demand for a case study.

## Practical Information

### 7. Environmental taxes

According to the European WEEE directives, environmentally taxes are related to some product categories. HLS will therefore invoice automatically these product and country related contributions for the concerned goods purchased by the customer and declare to the official instances. This is not limiting list of products and can change over time. Therefore HLS advices to take a look on the below mentioned websites for detailed information about these contributions and product categories. Contributions are always mentioned separately on the HLS invoices.

#### Belgium:

RECUPEL contribution                      [www.recupel.be](http://www.recupel.be)

#### The Netherlands:

STIBAT contribution                      [www.stibat.nl](http://www.stibat.nl)  
NVMP contribution                      [www.nvmp.nl](http://www.nvmp.nl)  
WEEE contribution                      [www.weee.nl](http://www.weee.nl)

### 8. Contact details

#### Office locations in Benelux

Honeywell Life Safety SA  
Avenue de l'Expansion 16d  
4432 Alleur - Belgium  
Tel: +32 4-247 03 00  
Fax: +32 4-247 02 20

Honeywell Life Safety BV  
Rietveldenweg 32a  
5222 AR 's-Hertogenbosch - The Netherlands  
Tel: +31 73-627 32 73  
Fax: +31 73-627 32 95

#### Sales department

Belgium  
Tel: +32 4-239 91 17

The Netherlands  
Tel: +31 73-627 32 60  
Tel: +31 73-627 32 64  
Tel: +31 73-627 32 68  
E-mail: [info.hlsnl@honeywell.com](mailto:info.hlsnl@honeywell.com)

E-mail: [info.hlsbe@honeywell.com](mailto:info.hlsbe@honeywell.com)

#### Customer service department

Belgium  
Tel: +32 4-247 03 00  
E-mail: [customerservice.hlsbe@honeywell.com](mailto:customerservice.hlsbe@honeywell.com)

The Netherlands  
Tel: +31 73-627 32 73  
E-mail: [customerservice.hlsnl@honeywell.com](mailto:customerservice.hlsnl@honeywell.com)

#### Technical service department - Support

Belgium  
Tel: +32 4-239 91 19  
Tel: +32 4-239 91 16  
E-mail: [supportnl.hlsbe@honeywell.com](mailto:supportnl.hlsbe@honeywell.com)

The Netherlands  
Tel: +31 73-627 32 65  
Tel: +31 73-627 32 58  
E-mail: [support.hlsnl@honeywell.com](mailto:support.hlsnl@honeywell.com)

#### Technical service - Repairs

Tel: +32 4-367 82 56  
E-mail: [repair.hls@honeywell.com](mailto:repair.hls@honeywell.com)

#### Trainings

Belgium  
Tel: +32 4-239 91 16  
E-mail: [supportnl.hlsbe@honeywell.com](mailto:supportnl.hlsbe@honeywell.com)

The Netherlands  
Tel: +31 73-627 32 65  
E-mail: [support.hlsnl@honeywell.com](mailto:support.hlsnl@honeywell.com)





## Honeywell Life Safety Benelux

### **Honeywell Life Safety Belgium**

Avenue de l'Expansion, 16D  
4432 Alleur

T: (+32) 4 2470300 F: (+32) 4 2470220  
@: [info.hlsbe@honeywell.com](mailto:info.hlsbe@honeywell.com)  
[www.honeywell.be](http://www.honeywell.be)

### **Honeywell Life Safety Netherlands**

Rietveldenweg 32a  
5222 AR s'-Hertogenbosch

T: (+31) 736273273 F: (+31) 736273295  
@: [info.hlsnl@honeywell.com](mailto:info.hlsnl@honeywell.com)  
[www.honeywell.nl](http://www.honeywell.nl)