

# Tanning Beds – Warranty Terms

## 1. Scope of Warranty

The warranty covers any manufacturing defects that may occur during normal use of the equipment for a period of 24 months for new tanning beds and 12 months for used (refurbished) units, counted from the date of purchase as indicated on the invoice or from the date the warranty card was issued. For new units, this includes 12 months of full coverage (including parts, labour and travel to the customer's location), followed by 12 months covering parts only (labour and travel are payable). For used units, this includes 6 months of full coverage (including parts and labour – including travel), followed by 6 months covering parts only. A "technical acceptance protocol" refers to a document signed by both parties confirming that the equipment has been installed correctly, tested, and is ready for use.

A different warranty period may apply if agreed individually and specified in the sales document or warranty card.

Tan Empire Ltd. will acknowledge warranty claims within 3 business days from the moment of notification. In the event of a critical fault – defined as one that renders the tanning bed non-operational – service response will prioritise restoring the unit's functionality. For non-critical faults – where the equipment remains operational and the defect does not significantly affect usability – the repair period may be extended up to 10 business days. Please note this timeframe refers to service coordination and does not guarantee on-site resolution within the same period.

## 2. Repair Procedure

The customer is required to cooperate with the service coordinator by providing all necessary information by phone and e-mail, including photos or video recordings to facilitate diagnosis of the issue. For effective diagnosis and resolution of faults, Tan Empire Ltd. reserves the right to request any information deemed necessary via email. Failure to provide such requested information may result in refusal to carry out the warranty service.

The warranty covers on-site repairs at the customer's premises. If the issue cannot be resolved remotely, all service work must be performed at the equipment installation site.

The customer must ensure immediate access to the equipment in question and provide suitable working conditions for the service technicians (e.g. power access, working space, etc.).

### **3. Reporting a Defect**

Warranty claims should be submitted via e-mail to: [service@tanempire.co.uk](mailto:service@tanempire.co.uk) or reported by phone at: **01474 556 444**.

The claim must include a detailed description of the issue and the serial number of the equipment.

A service coordinator will contact the customer to arrange a service visit if deemed necessary.

### **4. Unjustified Service Call**

If the service call is deemed unjustified (e.g. the issue results from improper use, the problem is due to routine maintenance actions, or no issue is found), the customer shall bear the cost of the service – as per the Tan Empire service price list. This includes, but is not limited to, diagnostic time, travel expenses, and technician labour. The charge will be invoiced accordingly. Tan Empire Ltd. also reserves the right to classify service calls as unjustified if the customer has failed to provide requested diagnostic information necessary for effective fault assessment.

### **5. Warranty Limitations**

The warranty does not cover:

- Damage caused by improper use of the equipment, including mechanical damage.
- Repairs or modifications performed by unauthorised persons.
- Damage caused by force majeure (e.g. fire, flood, power surge, malfunctioning electrical installation).
- Defects resulting from improper room preparation, including but not limited to inadequate ventilation, insufficient airflow, excessive ambient or operating temperatures, or failure to provide heat dissipation as specified in the installation guidelines.
- Wear and tear from normal use of components and materials.

The customer is responsible for the correct preparation of the room, including proper layout of power cables, control systems, and audio systems. Failure to comply with the installation and ventilation guidelines (including unobstructed airflow) shall release Tan Empire Ltd. from warranty obligations.

The warranty does not cover consumable components such as: high-pressure UV lamps (halogens), low-pressure tubes, starters, mist and aroma system components, and acrylic plates.\*

It also excludes malfunctions of external control systems that are not an integral part of the tanning bed (e.g. computer-based control systems, Tmax, etc.).

## **6. Suspension of Warranty Services**

In the event that the Client has outstanding and due financial obligations to Tan Empire Ltd., the provision of warranty services may be suspended until all arrears have been settled in full.

### *\*Notes on acrylic base plates*

Despite the advanced thermoforming process, it is not possible to completely eliminate small imperfections, streaks, or inclusions. During normal use, minor hairline scratches may appear on the surface – this is typical for this type of material and does not significantly affect the equipment's usability.

Acrylic plates are considered consumables – manufacturers recommend replacing them after 1500 hours of use or annually.

After the warranty period ends, Tan Empire Ltd. offers paid post-warranty service.

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Gillingham, 01 April 2025

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