

General Handling Instructions

Referring to logistics, transportation, stock keeping, installation, maintenance, cleaning and disposal of products (incl. (LED) Luminaires, Retrofit Kits, Poles & Brackets, Owllet Products, Solar Products and other appliances).

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1. Warranty

Warranty for Products is granted in accordance with the document named "Schröder Standard Product Warranty" available [here](#).

2. Logistics

2.1 General

- All goods are delivered in appropriate packaging allowing the completeness of the products, their storage, respect for hygiene, ease of unloading, storage, handling, and productivity.
- The delivered goods and packaging must be of a sound, fair and marketable quality, of good maturity, deemed to be properly preserved, free of live insects, without odour or smell.
- Where pallets are used for the delivery, Schröder will use standard wooden pallets or customised to cartons where necessary to protect them during transportation.
- Proper use of film will ensure cartons stability during storage and after partial picking operations.

2.2 For Solar Products - Shipment of Batteries

- The shipment, delivery, loading/unloading, handling and storage of batteries shall be performed using equipment, packaging and methods that are appropriate and proportionate to the batteries' weight, configuration and characteristics, and in compliance with all applicable laws, regulations and carrier requirements.
- Batteries shall be handled with due care at all times and in a manner intended to prevent damage, deterioration, short-circuit, leakage or any other safety risk.
- Tilting, dropping, striking, or otherwise subjecting any battery pack to impact, shock or excessive vibration is strictly prohibited.
- Battery terminals and valve plugs shall not be damaged, altered or tampered with. Personnel involved in installation, handling or transport shall implement and follow appropriate precautions and protective measures to avoid any damage to battery terminals and valve plugs.
- The Parties acknowledge that, during shipment and storage, self-discharge may be accelerated by elevated temperatures and insufficient ventilation. Accordingly, batteries shall be stored in a dry, well-ventilated area, protected from heat sources, open flames and direct sunlight, and maintained in conditions consistent with the manufacturer's instructions and any applicable safety requirements.

3. Stock keeping

3.1 General

- Storage conditions shall ensure that the original state and packaging of goods is preserved.
- The customer shall deal with the presence of pests.
- Original packaging of cartons on pallets should be retained throughout the entire storage time.
- The goods and packaging are to be stored horizontally over the entire surface of the pallet on a flat rigid surface or rack.

- Customer shall ensure the goods for storage are sufficiently and adequately packaged and in such a condition as not to cause damage to persons or other goods either by the spreading of dampness, insects attack (cataclysm), leakage or escape of vapours.
- The goods shall be stored indoors. The warehouse manager is responsible for taking every necessary measure for the protection of stored goods using standard warehousing premises and equipment.
- The goods shall be stored in dry conditions (relative humidity up to 95%, non condensing), with a maximum temperature of 60° Celsius.

3.2 Storage and Pre-Installation Requirements for Batteries

(a) Batteries shall be stored in a dry, clean, non-corrosive and well-ventilated area, and shall be placed and secured so as to prevent any risk of short-circuit (including by avoiding contact between conductive materials and battery terminals).

(b) The storage temperature shall comply with the applicable technology-specific requirements set out below:

- Lead-Carbon batteries: –20°C to +35°C
- Lithium batteries: –20°C to +35°C
- Supercapacitor-battery systems: –20°C to +40°C

(c) Batteries shall not be stored for more than three (3) months without being recharged, unless otherwise specified in the manufacturer's instructions or Schröder's technical specifications.

(d) Prior to installation, batteries shall be recharged exclusively using a dedicated battery charger and strictly in accordance with Schröder's technical specifications and instructions.

(e) Where battery packaging is opened prior to installation, the following requirements shall apply:

1. Batteries shall be disconnected from any loads and from any charging systems during storage and prior to any repacking; or
2. Where technically feasible, the relevant Solar Products shall be placed in, or maintained in, sleep mode during storage.

4. Installation

All prescribed safety regulations shall be observed during installation and commissioning.

The required anchorage dimensions and specifications for stabilising poles and consoles shall be determined by a qualified structural (static) engineer, taking into account local soil conditions and the quality of concrete to be used.

When transporting, lifting and moving the equipment, all applicable occupational health and safety laws, regulations and worksite rules relating to lifting appliances and materials handling shall be strictly complied with.

Installation activities and any preparatory measurements shall be carried out exclusively by qualified and properly trained personnel, using appropriate safety equipment and measuring instruments suitable for the task and the worksite conditions.

All product installation instructions, including (without limitation) the prescribed tools, tightening torques and cabling requirements, shall be strictly followed.

5. Operation

The goods and appliances shall be operated exclusively by personnel who are appropriately trained, competent and qualified for the relevant tasks.

The operator shall remain responsible at all times for verifying personnel qualifications and ensuring that appropriate training is provided and maintained.

During use and operation, all applicable standards, legal requirements and the manufacturer's instructions and special regulations shall be strictly observed.

The operator shall be responsible for providing and ensuring the availability and proper use of the safety equipment required to perform the installation safely and in compliance with applicable occupational health and safety requirements.

6. Cleaning

6.1 To ensure efficient and safe operation, Luminaires shall be inspected and serviced at regular intervals. Such servicing shall include, as applicable, cleaning of the luminaire housing and of any components that may affect lighting performance, including without limitation covers, protectors made of glass or plastics, and other external optical elements.

High-pressure water-jet cleaning is strictly prohibited, except where the luminaire is rated IPx9 (or equivalent) and the cleaning method is performed in accordance with the manufacturer's instructions and any applicable safety requirements.

6.2 General recommendation

Do not use any cleaning additives, if possible. Always make sure that the components are resistant to chemicals and, in case of plastic components, use only alcohol-free cleaning agents suitable for plastic surfaces. Avoid dry cleaning or dry wiping. Use only a soft, non-scratching, slightly damp cloth for cleaning where necessary.

6.3 Painted or coated surfaces

The paintwork and/or any other protective coating applied to the Luminaire shall be maintained in a clean condition through periodic general cleaning.

Before any cleaning is performed, dust, soot and other loose environmental contaminants shall first be removed by blowing or other non-abrasive means.

Any remaining residues shall be removed by wiping and/or cleaning with clean water only, without detergents or other chemical cleaning agents, unless otherwise permitted in the manufacturer's instructions.

6.4 Glass and plastic protectors or other outer optical elements made of plastic

Dust or loose contaminants should be blown off or removed by wiping or cleaning with water without detergent.

6.5 Contaminated glass protectors and covers

Use a soft, non-scratching, slightly damp cloth and mild glass cleaner solution for cleaning where necessary and rinse with clean water.

6.6 Solar panels

To maintain performance and capacity, the solar panel(s) must be cleaned and maintained on a regular basis by the Customer in accordance with these instructions.

Cleaning shall be carried out using clean water and a soft, damp, non-abrasive cloth to remove dust and debris, followed by rinsing with water. The use of abrasive, corrosive, solvent-based, or otherwise aggressive chemicals, detergents, or cleaning agents is strictly prohibited. Cleaning must be performed using only light pressure; any excess pressure, scraping, scouring, or use of abrasive tools/materials is prohibited.

After rinsing, the panel surface shall be dried promptly using a clean, soft, non-scratching cloth to limit mineral/limescale deposits and spotting.

Failure to comply with these cleaning and maintenance requirements, or any improper cleaning method or product, may result in reduced performance, cosmetic damage, and/or permanent damage, and shall constitute improper use and/or improper maintenance. To the maximum extent permitted by applicable law, Schröder shall not be liable for any loss of performance, damage, or other consequences arising from non-compliance with these instructions.

7. Checking the technical condition

Each time the appliance is opened, the following must be visually inspected:

- General condition of the equipment (tightness, wiring, insulations, components, etc);
- Condition of the gaskets;
- Condition of the surge protector device's indicator, if any;
- Condition of integrated fuse inserts, if any;
- Any marks of abnormal operation.

8. Maintenance and repair

For the whole period of maintenance works, operational provisions apply on the one hand and provisions of accident prevention as well as health and safety precautions on the other.

Detergents and solvents used for any work are generally flammable and harmful to health. Therefore, using these require particular caution.

Before starting a maintenance or repair operation the equipment must be switched off or otherwise disconnected from the electrical network to avoid the risk of electrical shock. It is important that only components and materials of the same type as the original or their equivalent may be used for maintaining the appliance. Avoid all interventions that could alter the original characteristics or functions.

The paintwork or other coating system of the appliance or luminaire should be kept clean with periodic, general cleaning. In doing so, dust, soot and other loose contaminants from the environment should be cleaned using a jet steam cleaner without detergent.

The coating system of the luminaire, the console and other fittings should be refurbished normally every 5 years, and surface treatment should be applied on the aged areas. Before applying the new surface finish, remove peeling paint and clean the whole surface.

9. Disposal at end-of-life

It's normal behaviour that - after its service life - the appliance or any of its components reaches its end of life. All components must be removed from the housing before disposal and must be collected according to local disposal rules.

9.1 Disassembly

Standard hand tools required, e.g. Allen key, Torx wrench, spanner, socket wrench, screwdriver, pincher, etc. Always wear protective gloves and glasses and respect safety measures!

Turn off mains before any operation!

The method of disassembly depends on the Product but the following steps are generic:

- Open the gear compartment or the remote power supply unit;
- Disconnect mains and remove input cable if easily accessible;
- Remove the appliance from the pole;
- Disconnect and remove internal wiring;
- Remove all electrical components such as the driver, surge protector, sockets, terminal blocks, controllers, etc;
- Get access to optical compartment by removing the protector (flat glass, PC or other) and its fixation parts;
- Remove the lenses and/or other optical elements;
- Remove LED panels;
- Take apart casted and steel components;
- Dispose of components using the national disposal system as prescribed by WEEE.

9.2 For Solar Products

- Before any handling, installation, inspection, servicing, cleaning, or maintenance, disconnect and isolate the battery(ies) and solar panel(s) from the system and any load, and prevent inadvertent re-energisation.
- Do not short-circuit any battery cable, conductor, connector, or terminal.
- If any cable, insulation, connector, or terminal is damaged, ensure adequate insulation and separation between battery terminals and any exposed conductive parts, and do not reconnect or energise the system until the defect has been properly repaired.
- Disposal: This product must not be disposed of with household waste. Return it to a designated collection point or other authorised take-back/collection channel for recovery and recycling in accordance with applicable local regulations. Where applicable in the EU, solar panels are subject to WEEE requirements for electrical and electronic equipment under Directive 2012/19/EU battery end-of-life management is subject to requirements under Regulation (EU) 2023/1542 (EU Batteries Regulation).