

## Conditions for Lightronics LED Guaranty Premium Package

In addition to the general terms and conditions on product guarantee, which are laid down in the general terms and conditions of Lightronics B.V., the following additional guarantee conditions apply to the LED Guaranty Premium Package.

Please visit our website [www.lightronics.nl](http://www.lightronics.nl) for an overview of these LED luminaires. You can of course also contact our sales organisation at telephone number 0416 - 568 600.

### **LED Guarantee**

Lightronics guarantees to purchasers who have purchased the LED luminaires directly from Lightronics, as well as to final purchasers of Lightronics LED luminaires, that the products delivered are free of defects in the functioning of the light sources (LEDs) for a period of **5 years** from the delivery date. A “defect” means the failure of a single LED in the luminaire to function, among other things.

### **Guarantee Conditions**

- The guarantee is only valid on the condition that the proof of purchase (invoice) can be produced.
- The guarantee period starts as soon as the products have been delivered;
- The purchaser shall notify us of the defect within 30 days after he has discovered or could reasonably have discovered the defect. If the purchaser does not notify us in time, the guarantee shall lapse;
- The guarantee only applies to replacement (at the discretion of Lightronics)

### **The guarantee does not apply if;**

- Something has been changed, crossed out, removed or made illegible in one of the said documents, whether by third parties or not;
- The model (type) or production number on the device has been changed, crossed out, removed or made illegible, whether by third parties or not;
- This guarantee excludes any defects, caused by third parties or not, resulting from incorrect installation, overheating due to central or other heating, external causes such as fire, vandalism, natural disasters, disturbance of public order, etc., incorrect handling, damage due to drops or shocks and installation in environmental conditions not corresponding to those recommended by the manufacturer.

### **The guarantee does not apply to;**

- Transport costs incurred.
- Fieldwork or service costs related to the disassembly, replacement or reinstallation of the product.
- The battery in case of emergency or emergency/continuous luminaires.
- Other non LED-related components such as twilight switches, dimmers, motion detectors, etc.
- For all LED products in the LED Guaranty Premium Package programme, the guarantee only applies up to an absolute maximum Tamb. of 25 degrees Celsius.
- We undertake, solely at the discretion of Lightronics, to replace the defective product, on the condition that the defective luminaire/unit is returned to Lightronics.
- Lightronics reserves the right to demand proper proof of the number of specified burning hours and/or the specified current intensity. The production data on the product sticker determine whether the guarantee applies.
- The unit plates may only be used in luminaires supplied by Lightronics.
- The guarantee can only be invoked if the product has been handled, installed and maintained correctly, in accordance with the instructions given in the product installation manual, and taking into account the specific tolerances on flux and system output applicable to the LED luminaires.
- Because our LED luminaires are constantly undergoing further technical development, defective products are not always replaced with exactly the same product in the event of a replacement, but with a product of comparable or better quality.

### **Need the help of Lightronics?**

If your Lightronics device proves to be defective or if you want to request assistance, we recommend that you contact our sales organisation at telephone number 0416-568600

To help you quickly, we ask that you have the following information available before contacting us;

- Original proof of purchase (invoice) stating the delivery date of the product type and guarantee certificate.
- Type number, item number and/or production number of your product.