



Den ultimative sindsro

Philips udendørsbelysning - Standard Garantiordning

PHILIPS



Udendørsbelysning er en af samfundets **vigtigste investeringer** i infrastrukturen.



Ikke kun er udendørsbelysning yderst vigtig for den offentlige sikkerhed, men den er også afgørende for gode boligforhold og for at gøre bymiljøet attraktivt for beboere, besøgende og lokale virksomheder. Fordi belysningsystemer ofte tjener et samfund i årtier ad gangen, er udendørsbelysning også en betydelig investering i fremtiden – derfor er det afgørende at vælge rigtigt. Som den førende leverandør af intelligente og integrerede løsninger til udendørsbelysning forstår Philips, at myndigheder med ansvar for byer og offentlige veje har brug for en langsigtet, pålidelig og troværdig løsning for at beskytte deres investeringer i belysningsinfrastruktur.

Det er derfor, vi har en standard garantiordning for vores udendørs belysningssystemer. Ud over Philips Lightings generelle vilkår og betingelser for produktgaranti, som er tilgængelige på vores hjemmeside, beskriver vi i denne standard garantibrochure alle de standardgarantivilkår og -specifikationer, vores kunder har behov for at kende. Standardgarantien gælder kun for professionelle udendørs lysarmaturer, både LED og konventionelle, forsynet med Philips' producentmærke, der sælges på de europæiske marked.



Denne standardgaranti er opdelt i to hovedkategorier:

- LED-armaturer
- Generelle lysarmaturer

Den væsentligste årsag til denne opdeling er, at vi med vores optimerede og innovative LED-teknologi kan forlænge levetiden af vores LED-belysningsarmaturer. Dermed kan vi tilbyde en længere garantiperiode og samtidig begrænse din risiko ved de relativt store investeringer i LED-belysning.

Foruden denne standard garantiordning kan du også udvide standard produktgarantien efter dit behov. Vi tilbyder vores Lifecyle Services og udvidede garantiordning. Spørg din Philips-repræsentant eller besøg vores hjemmeside Solutions & Services.

LED Standard Garantiordning

Philips' standardgaranti for LED-armaturer omfatter tre niveauer af garantiperioder (guld, sølv og bronze). Afhængigt af forventet levetid placerer vi vores LED-armaturer på et af disse niveauer. Vores særlige "Top Green Defined"-armaturer, som har en forventet levetid på over 100.000 timers driftstid, kan derfor have en længere garantiperiode. Som kunde kan du tilpasse din egen LED-belysningsløsning med den ønskede standard garantiperiode til dit projekt.

Du finder den komplette liste over Philips' udendørs LED-armaturer, klassificeret inden for de tre garantiniveauer på vores Lifecyle Services-hjemmeside (www.philips.com/lightinglifecycleservices), eller spørg din Philips-repræsentant.



GOLD

Gold class

LED luminaires in the Gold class have a standard warranty on the LED engine of 10 years or 40,000 operating hours (whatever comes first) at L80F10.

A valid claim is only approved when the lumen depreciation is below 80% of the original lumen output installed. The drivers have a standard warranty of 5 years and the rest of the luminaire, including housing, coating and other components has 3 years standard warranty.

SILVER

Silver class

LED luminaires in the Silver class have a standard warranty on the LED engine and drivers of 5 years or 20,000 operating hours (whatever comes first) at L80F10.

A valid claim is only approved when the lumen depreciation is below 80% of the original lumen output installed. The rest of the luminaire, including housing, coating and other components has 3 years standard warranty.

BRONZE

Bronze class

LED luminaires in the Bronze class have a standard warranty of 3 years or 12,000 operating hours (whatever comes first) at L80F10 on the complete luminaire.

A valid claim is only approved when the lumen depreciation is below 80% of the original lumen output installed.



Conventional Standard Warranty

All conventional Philips luminaires and (LED) bollards have 1 year standard warranty on the complete luminaire.

LED Standard Warranty Policy

For the standard warranty policy on Philips luminaires we refer to the Warranty Policy for Outdoor Professional Luminaires, available on our website in the Tools and Support section. Here you can find all conditions and criteria that will be taken into account in case of claims.

General Warranty Terms & Conditions

For the general terms and conditions on Philips luminaires we refer to the Warranty Terms & Conditions for Outdoor Professional Luminaires included in the same document as mentioned above. Here you can find all general information that will be taken into account in case of claims.

Upgrade your standard warranty with our Lifecycle Services

A state-of-the-art lighting system is a valuable investment that provides many benefits to your business. To protect this investment, you want to get the very best from your system for as long as possible. Philips Lighting lifecycle services helps customers in a wide variety of market segments do exactly that. We are well aware of the unique demands of your lighting system, and can not only quickly resolve maintenance problems, but often also keep them from happening in the first place. We can ensure that your system maintains the level of performance that you need for an extended period of time and so push the system's lifecycle to its maximum.

Lifecycle services package

This long-term service package, designed specifically for our customers, offers guaranteed and hassle-free lighting system operation that goes beyond the product lifetime. We have designed our service packages so that you can have the freedom to choose the level of service that best suits your needs to protect your investment, ensure hassle-free operation and meets your business goals and objectives. The services package consists of:

1. One-stop-shop for turnkey delivery, maintenance parts and repair.
2. Predictable costing for installation and maintenance.
3. Free of charge replacement parts for each and every failure for the length of the extended warranty.
4. Helpdesk support during office hours.
5. Free of charge part for one or more group replacements in case agreement is longer than product lifetime.
6. Replacement parts of site at location of customer choice.
7. Expedited parts delivery for critical parts.
8. Corrective maintenance executed according to service level agreement.
9. Remote support via networked controls if applicable.

Extended warranty service

You can also choose for our extended warranty service, which is a more basic option of our lifecycle services package. With the extended warranty you can choose a flexible warranty period according your projects requirements on the complete system. The extended warranty service consists of:

1. Free of charge replacement parts for each and every failure for the length of the extended warranty.
2. Helpdesk support during office hours.
3. Free of charge part for one or more group replacements in case agreement is longer than product lifetime.

With our flexible lifecycle services we enable our customers a variety of project after-care contracts that cover all aspects necessary to guarantee long lasting, hassle-free and cost-effective performance. With the different options you create your own balance by selecting the package that suits best to your needs.

We will be pleased to offer you our lifecycle service proposal. For more information you can contact your Philips representative or visit our website www.philips.com/lightinglifecycleservices.



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