



# The ultimate piece of mind

Philips Indoor Lighting –  
Standard Warranty Program



**PHILIPS**

Indoor lighting does so much more than illuminate and show the way. It enhances form and function, improves safety and security, and creates flexible and inviting spaces that adapt to diverse tasks and audiences.

Investing in Philips innovative lighting solutions is the best way to enjoy all that light offers you with total peace of mind. Customer satisfaction is an absolute priority for Philips Lighting.




That's why we've tailored our standard warranty program for indoor luminaires to meet customers' differing needs. In addition to the Philips Lighting terms and conditions on product warranty, available on our website, this brochure describes all the standard warranty conditions and specifications that you need to know about. The standard warranty is valid only for Philips-branded professional indoor lighting luminaires, both LED and conventional, sold in Europe.

Standard Warranty Program

Our standard warranty program differentiates across three main product categories:

- LED Specification
- LED Core
- Non-LED.

Overview of the Standard Warranty Program

Luminaire warranty	
 LED SPECIFICATION	All LED Products (except below mentioned)
 LED CORE	CoreLine LED range Vaya range CoreView Panel MiniPentura LED Luminaires with LED tubes (BCW060, BCW215/6, BMS022)
 NON-LED	All Conventional Products

This differentiation gives you the freedom to choose the solution that best serves your needs when you purchase a product from our very broad portfolio.

Key features

The key features of our standard warranty program are:

- All failures will be compensated.
- Warranty policy covers replacement (or repair) of defective product (or part).
- If a product is not available anymore, a comparable product will be provided.
- Warranty only applies if the product is operated in application conditions as specified in the product datasheet.

For more details, refer to the Philips Lighting Warranty Terms & Conditions as published on our website. Besides this standard warranty program, we can also offer you Philips Lighting Lifecycle Services to extend the standard product warranty according to your needs.

Besides this standard warranty program, you can now use Philips Lighting Lifecycle Services to extend the standard warranty according to your needs.

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 from a wide variety of markets to do exactly that. We're well aware of the unique demands of your lighting system. As well as quickly resolving maintenance issues, we can often prevent them from arising in the first place. We can ensure that your system's performance level is maintained for an extended period of time, pushing the system's lifecycle to its maximum limit.

Our flexible Lifecycle Services program offers you 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 available, you create your own balanced service program by selecting the package that best serves your needs. We're always happy to discuss how you can gain the most from our Lifecycle Services program. For more information, contact your Philips representative or visit our website: [www.philips.com/lightinglifcycleservices](http://www.philips.com/lightinglifcycleservices).

