

# Warranty terms & conditions

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## Signify General Terms & Conditions

### 1. Limited warranty

The warranty described in this document is applicable only to Signify branded lighting products (Hereinafter referred to as 'Product'), commercialized in the territory of Ecuador, Colombia, Venezuela and Central America by Signify. The warranty is only applicable to the party purchasing the products directly from Signify (Hereinafter referred to as 'Purchaser'). When a Signify authorized distributor sells the products, he can transfer this limited warranty to the following purchasers of the products, provided that such products are resold new and in their original package.

Signify warrants that each product will be free from defects in material and workmanship that may cause the product to stop working in accordance with the performance specifications set out in the published or provided documentation with the product. Signify warrants that any standard finishing on a product will be free of cracks, peelings, excessive discoloration and corrosion defects during the applicable warranty period.

### 2. Terms & Conditions

- When any product covered by this warranty is reported by the Purchaser within the warranty period, Signify will carry out a review to determine whether it is applicable or not. If so, Signify will, at its option, repair or replace the Product or the defective part thereof, or reimburse the purchaser the purchase price subject to the terms and conditions set forth in this document. For further clarity, 'repair or replace the Product or the defective part thereof' does not include removal or reinstallation costs or expenses, including without limitation, any labor costs, shipping expenses to return non-compliant or non-defective that may occur during the return of the product to Signify.
- Third party products sold by Signify are not covered under this warranty, except as indicated in section 5.
  - If it is not possible to replace a product because it has been discontinued or is not available, Signify may replace the product with a comparable product (that can show small deviations in design and product specification). Signify reserves the right to use, recondition, restore products or repaired pieces, remanufactured or new in the repair or replacement of any product covered by this limited warranty.
- No agent, distributor or dealer is authorized to change, modify or extend the terms of the limited warranty on behalf of Signify.
- This limited warranty only applies when the products have been handled, stored, transported, wired, installed, operated and maintained within the electrical values, operating range and environmental conditions provided in the specifications, application guidelines, standards or applicable regulations in every country or any other document accompanying the products. If a product is found to be defective, or not meeting the product specifications, the purchaser must notify Signify in writing. All the luminaires must be grounded, regardless of whether or not the ballast indicates it.
- This warranty does not apply to damage or failure arising as a result of any Acts of God (earthquakes, fires, floods, etc.) acts of vandalism or terrorism, or from any abuse, misuse, abnormal use, corrosive environments or violation of any standard, code or instructions for use, including without limitation, those contained in the applicable safety standards in the industry and/or electrical standards for the relevant region, and/or problems in the power supply such as over-voltages and voltage fluctuations.
- To install built-in luminaires in false ceiling (acoustic tiles, drywall, etc.), they must be properly supported and secured to the concrete ceiling through cables, chains, rods or any suspension tool that guarantees stability and support the weight of the product. Under no circumstances will the weight of the luminaires be supported to the false ceiling structure. In the case of downlights, the side hooks work to locate the luminaire in the false ceiling and they do not support weight. This also applies for auxiliary electromagnetic discharge equipment due to their high weight.
- This warranty shall be void in the event of failure to use the products for the purposes for which these have been designed or in the event any repairs or alterations, not authorized by Signify in writing, are made to the product by any person. The manufacturing date of the product has to be clearly readable. Signify reserves the right to make the final decision on the validity of any warranty claim.
- The products being replaced under this warranty policy shall become Signify' property as soon as they have been replaced.

### 3. Warranty claims

All warranty periods are subjected to a Signify representative having access to the defective product or system and the accessories used to operate them, with which the Signify representative will evaluate the non-compliance. Warranty claims must be notified and sent to Signify regional office within 30 days after discovery specifying at least the following information (Additional information may be required on request):

- Details of defective product, and for systems warranties also details of other components used,
- The installation date, the invoice date and the failure date of the product,
- Detailed description of the problem,
- The number and percentage of failures,
- When a warranty claim is justified, Signify may pay for freight expenses.

To make the claim, the customer must have the product invoice. When the warranty is not justified, Signify may charge the Customer for costs of freight, tests and any other handling costs associated therewith.

### 4. No implied or other warranties

This limited warranty is the only warranty given by Signify with respect to the products and the only remedy for all claims, whether in contract, tort or any other legal theory, originated from the defective product and is given in lieu of any other warranties, whether express or implied, including without limitation warranties of merchantability or fitness for a particular purpose, which warranties are hereby disclaimed.

The buyer shall refuse expressly to make any warranty request when s/he has previously tried to apply any solution, repair or handling to the product.

- Under no circumstances shall Signify' entire liability raised from or in connection with a defective product, whether in contract, tort or any other legal theory, exceed the purchase price of the product to which such liability relates.

Under no circumstances Signify can be held special, incidental or indirect liability for compensatory damages including without limitation loss of use, benefits, business or good willing independently that such damage is based on warranties not explicitly mentioned in these terms and conditions, contractual or extracontractual obligations or any other legal theory, even if Signify has been notified or is aware of such defects.

### 5. Limitations and conditions

This is a limited warranty and excludes, among other items, installation, de-installation, access to products (scaffolding, lifts, etc.), and special, incidental and consequential

damages (such as loss of revenue/profits, damage to property or other extended costs not previously mentioned) and is further defined by the limitations and conditions set forth in the respective warranty policy and these terms and conditions.

Signify cannot be held liable for electrical supply conditions, including supply spikes, over-voltage/ under-voltage and ripple current control systems that are beyond the specified limits of the products and those defined by relevant supply standards.

With respect to products sold to the buyer by Signify, but nor bearing the Signify name or sub-brands, Signify makes no warranty of any kind, express or implied, including, without limitation, any warranty of merchantability or fitness for a particular purpose, but will make available to the Buyer upon request, but only to the extent permitted by law and relevant contracts, the warranties of the manufacturer of the relevant product. Such manufacturer will be the only person responsible for costs related to claims connected to such accessories.

This limited warranty is effective for the product purchased on or after the date of entry into force set forth herein, and it is under consideration, expressly subjected and conditioned to the terms set forth herein. Signify reserves the right to modify this warranty when it is deemed appropriate, so that any modification will be effective for all requests made on or after the date of entry into force of such evaluated warranty.

### Warranty Policy

This warranty policy only applies if referred to in a sales agreement between Signify and the Purchaser and it will replace the standard warranty clause provided in the Signify general terms and conditions of sale. The warranty period starts on the date of the invoice unless the installation is directly made by Signify, which in this case the period starts with the date recorded in the delivery notice and will be one year for the specified services of installation in the proposal. In the event of failure of any agreed feature during the warranty, Signify may be able to fix problems in-situ or refund the assigned cost to the required repair, once identified and accepted by the Signify's Customer Satisfaction Department.

The Purchaser receives 'the standard warranty' mentioned by default. On request, an 'extended warranty' can be agreed after evaluation of the specific application conditions.

Warranties will not be accepted when the product presents any rupture, broken cables or any other damage.

This policy will only apply on purchased products from June 1st 2017.

## A. LED Lamps

### Warranty period

The warranty period is based on years or hours, whatever comes first, with an ambient temperature of -20 °C to +45 °C with 10mm of space around the product's body.

Lifetime	Open luminaires with 10 mm of space	Enclosed luminaires
X>35Khrs Y Ref. LEDbulb 100 to 240V	5 years/ 20.000 hr	3years/12.000hr
20 Khrs < X <=35 Khrs	3 years/12.000 hr	2 years/8.000 hr
15 Khrs <= X <=20 Khrs	3 years/8.000 hr	1 year/4.000 hr
X < 15 Khrs	3 years/4.000 hr	1 year/4.000 hr

### A.1. Required Conditions

- For LED products, the product will be considered defective only if the 10% or more of the LED components failed for such product.
- The operating conditions are in accordance with the information on the products and its packaging.
- The ambient temperature shall never exceed the interval operating temperature from -20 °C to +45°C, unless the data sheet specifies another different range.
- The relative humidity in the installation shall never exceed 80% RH, or never exceed the IP rating of the Product.
- Products are designed to perform in an open luminaire, with minimum 10mm of space around the Products' body.
- Products are designed for a total of 50,000 switch cycles (time between on and off shall not be inferior to 30 seconds).
- The electrical installation in which the Product operates is not subjected to voltage fluctuations exceeding +/-10%

## B. Outdoor Professional Luminaires

### Warranty period

Type / Origin	Years
Road and Street LED Luminaires, ≥ 100 khrs	10
Road and Street LED Luminaires, < 100 khrs	5
Color Kinetics	5
Color Kinetics - VAYA line	3
Conventional Luminaire (HID)	1
Other LED Luminaire	3

## B.1. Special Conditions

- This warranty applies to all outdoor professional luminaires, with the exception of tunnels and underground lighting. The warranty for these products is described in B.2.
- The warranty period is based on an average switch behavior of max. 4,000 hours/year.
- The warranty is only valid for products with a maximum ambient temperature of + 35°C.
- The warranty is only valid for a maximum of a switch per day (According to product specifications).
- Dimming and network control systems have no influence on the warranty period.
- The warranty period is not valid when the purchaser/ user change the settings of the product's controller.
- A new warranty period will not be reinitiated in case of repair or replacement of the product after the claim is approved.
- A claim is only approved valid when the lighting devaluation is below L80F10 (80% of the initial installed luminous flux) during the warranty period of LEDs.

## B.2. Special conditions in tunnels and underground lighting

Due to different application profiles of tunnels and underground, the warranty policy is different. The purchaser will receive 2 or 3 years of warranty in LED Luminaires for tunnels and undergrounds, and 1 year in Luminaires of conventional tunnels.

The remaining conditions apply as in section B., with one exception. The warranty period for the tunnel luminaires has not any limitation of operating hours a year, while the warranty for the remaining outdoor luminaires is limited to 4,000 operating hours a year.

## C. Indoor professional Luminaires

### Warranty period

Years	Specification
5	X ≥ 50 khrs @L70
3	25 khrs ≤ X < 50 khrs @L70
2	X < 25khrs @L70
1	Conventional Luminaires
2	Koledo

### C.1. Special Conditions

- This warranty applies to all indoor Professional Luminaires, purchased after February 2015.
- The warranty period is based on a switch average behavior of max. 4,000 hours/year.

## D. Components

### Warranty period

- The warranty period is based on an operating time of the lamp of 12 hours a day.
- All product ranges not mentioned in the following chart have one year of warranty.
- The warranty period is based on a maximum of 500 hrs/year for HID Sports lamps, 1,000 hrs/ year for 'the others' and 4,000 hrs/year for the remaining products.
- The lamp shall be connected to the respective ballast, driver and/or transformer in accordance with the electrical characteristics of the lamp and in accordance with Signify' specification and guidelines.
- Warranties are no longer accepted when the defective product is de-installed without Signify' previous authorization. If that is not the case, the warranty of the product is lost automatically in that moment.
- The luminaire shall guarantee the compliance with the degree of protection (IP) to which ballast, lamp and/or any other component is designed.

HID		Years
Lamp	CDM, CPO, SON T-PIA, VSAP, AM	1
Driver	PV/DV/AV Cosmopolis	5 (Tc to 75°C) 3 (Tc to 80°C)
Ballast	Magnetic (CWA, SCWA, CWI, R, HX)	2
Controls	Starsense PL, Starsense RF, Amp Light	3
Fluorescent		
Lamp	TL, CFL, CFL-ni	1*
Ballast	Essential (120-127V) T5, T8, CFL-ni	2
	Essential (127-277V) T5	3
	Centium 90C T5/HO, Optanium T5/HO	3 (Tc between 71°C and 90°C) 5 (Tc to 70°C)
	Standard, Centium, Optanium, Mark 7, Mark 10, ROVR	5 (Tc to 70°C)
	SmartMate Compact	3 (Tc between 76°C and 85°C)
	Fluorescent	5 (Tc to 75°C)
Emergency Ballast	BODINE	** See chart by reference
Controls	Dynalite; Teletrol	2
	Other controls for fluorescent	3
LED		
Lamp	Fortimo LED SLM, DLM, LLM, HB, Strip	5***
	Lexel LED SLM, DLM	
	Affinium	
	Fortimo LED Twisitable (TDLM)	
	Fortimo LED Disk, Integrate Spot	
	Fortimo LED Decorative modules	
Driver	Xitanium	5 (Tc to 75°C)
Controls	Other Controls	3
Others		
Lamps	Halogen	6 months
	GLS	3 months

\* Cosmopolis: provided that it is installed horizontally

Tc. Temperature in the ballast cover

\*\*\*LED: Use the complete Driver and LED system

(1) Year	(2) Years	(3) Years	(4) Years	(5) Years	
B90	B84CG	B60 Family	ELI-S-400*	B30 Family	BSL23C
B100	B94GU Family	B70A		B33	BSL26C
CB90-48	CF94GU	BDL60U		B4CF1	BSL36LP
		BHD55U		B4CF2 Family	BSL310 Family
		BHD65U		B4CF3	ELI-S-20
		BLCD-20B		B4CFG	ELI-S-100
		BSL722 Family		B50 Family	ELI-S-250*
		LP400		B54 / B54U	GTD
				B75C	GTD20A
				BSL10 Cold-pak	LP500
				BSL17 family	LP550
				BSL20 Family	LP600 Family

\*\* Warranty period for Emergency Bodine Ballasts

#### D.1. Special Conditions

- The Luminaires with emergency equipment shall work with two circuits identified as interruptible and uninterruptible. The UNINTERRUPTIBLE line or circuit shall never be disconnected from the emergency luminaire. The INTERRUPTIBLE circuit will be used to turn on and turn off the luminaire. This is the only

one that may be disconnected from the luminaire. The absence of the UNINTERRUPTIBLE CIRCUIT OR LINE will prevent the normal performance of the equipment, causing an accelerated damage of the battery and luminaire lifetime due to excessive charging and discharging cycles, and will lose the Quality guarantee due to product's misuse.

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