

Warranty Policies

Signify General Terms and Conditions

1. Limited Warranty

The warranty described herein applies only to Signify brand lighting products (from now on referred to as "Product"). Marketed by Signify in the territory of Ecuador, Colombia, Venezuela, and Central America. The warranty only applies to products purchased directly from Signify (from now on to as "Buyer"). To the extent that an authorized Signify distributor sells the products, as a distributor you may transfer this limited warranty to subsequent buyers of the products, provided that such products are resold new and in their original packaging.

Signify warrants that each product will be free from defects in materials and manufacturing that may cause the Product to stop working in accordance with the performance specifications set out in the published documentation or supplied with the Product. Signify guarantees that any standard finish on a product will be free from cracks, flaking, excessive discoloration, and corrosion defects during the applicable warranty period.

2. Terms and Conditions

- When a product covered by this limited warranty is reported by Buyer within the warranty period, Signify will conduct a review to determine whether or not the warranty is applicable. In the event the warranty applies, Signify will, at its option, repair or replace the product or defective part thereof, or refund the purchase price to Buyer, subject to the terms and conditions set forth herein. For clarity, "repair or replace the product or defective part thereof" does not include the costs or expenses of moving or reinstallation, including, without limitation, any labor costs, shipping costs for returning nonconforming products or any damage that may occur during the return of product to Signify.
- Third party products sold by Signify are not covered by this warranty, except as stated in section 5.
- If it is not possible to replace the given product that has been discontinued or is not available, Signify can replace it with an equivalent product (which may show small deviations in the design and specification of the product). Signify reserves the right to use, refurbish, restore, repair, remanufactured or new products or parts in the repair or replacement of any product covered by this limited warranty.
- No agent, distributor or seller 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 properly handled, stored, transported, connected, installed, operated and maintained within the electrical values, operating range and environmental conditions provided for in the specifications, application guidelines, standards or regulations. applicable in each country or any other document that accompanies the products. If a product is found to be defective, or does not meet the product specifications, the buyer must notify Signify in writing; All luminaires must be grounded, regardless of whether the ballast indicates it or not.
- This warranty does not apply to damages or failures arising as a result of acts of nature (earthquakes, fires, floods, etc.) acts of vandalism or terrorism, or any abuse, misuse, abnormal use, corrosive environments, or violation of any standard, code or instructions for use including, without limitation to applicable safety standards in the industry and/or electrical standards for the relevant region and/or problems in the power supply network such as surges or fluctuations.
- Luminaires for recessed installation in false ceiling (acoustic tiles, drywall, etc.) must be properly supported and secured from the concrete ceiling by means of cables, chains, rods or some suspension element that ensures its stability, and supports the weight of the product. Under no circumstances will the weight of the luminaires be supported by the false ceiling structure. In the case of downlights, the side hooks serve to position the luminaire in the false ceiling, they do not support weight. This also applies to electromagnetic auxiliary discharge equipment, due to its high weight.
- This warranty is void if the product is used for any other purpose for which it is designed, or in the case of repairs or modifications not authorized in writing by Signify that are made to the product by anyone. The date of manufacture of the product must be clearly legible. Signify reserves the right to make the final decision on the validity of any warranty claim
- Products that are replaced by those covered by this warranty policy will become the property of Signify as soon as they have been replaced.

3. Warranty Claims

All warranty periods are subject to a Signify representative being able to have access to the failed product or system and the accessories used to operate it, so that the Signify representative will evaluate the non-conformity. Warranty claims must be notified and sent to the Signify regional office within 30 days of identification; indicating at least the following information (additional information may be requested):

- Products in failure, in the case of systems, the components used must also be reported,
- The installation date, invoice date and failure date,
- Detailed description of the problem,
- Quantity and percentage of failures,
- When a warranty claim is justified, Signify may pay for the transportation costs of goods.

To make the claim, the customer must have the invoice for the product. When the Guarantee is not justified, Signify may charge the customer for transportation costs, testing and any other handling costs associated with them.

4. Non-implied warranties and other warranties

This limited warranty is the only warranty made by Signify, concerning the products and the only solution for all claims, in contract, tort or otherwise, arising out of product failure and is granted instead of any other warranty, express or implied, including, but not limited to, warranties of merchantability or fitness for a particular purpose, which are hereby void.

The buyer expressly renounces making any warranty request when he or she has previously tried to apply any solution, repair or manipulation to the product.

- Under no circumstances can Signify's total liability arising from or in connection with a defective product, in contract, tort or otherwise, exceed the purchase price of the product to which such liability relates.

In no event will Signify be liable for any special, incidental or indirect compensatory damages, including, without limitation, damages caused by loss of use, profits, business or goodwill regardless of whether such damage is based on warranties not explicitly expressed in these terms and conditions, contractual or non-contractual obligations or any other legal assumption, even if Signify has been notified or

Signify is not responsible for power conditions, including power peaks, overvoltage/undervoltage ripple current control systems that are beyond the specified product limits and those defined by the relevant supply standards.

Concerning products sold to the Buyer by Signify, but not named after Signify or its secondary 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 shall be made available to the buyer on request, but only to the extent permitted by law and relevant contracts, the warranties of the manufacturer of the product in question. Such manufacturer shall be solely responsible for expenses related to claims associated with such accessories.

This limited warranty is effective for purchases of the product on or after the effective date set forth herein and is considered, expressly subject and conditioned by the terms set forth herein. Signify reserves the right to modify this warranty at its discretion, so that any modification will be effective for all orders placed on or after the effective date of such revised warranty.

Warranty Policy

This warranty policy will only be valid when cited in a sales contract between Signify and the Buyer, and will replace the standard warranty clause provided for in Signify's general conditions of sale. The warranty period begins on the date of the invoice except when the installation is carried out directly by Signify, in which case the period begins with the date recorded in the delivery certificate and will be one year for the installation services specified in the proposal.

During the warranty in the event of non-compliance with any agreed feature, Signify can fix problems on-site or will refund the cost assigned to the necessary repair, once identified and accepted by Signify's Customer Satisfaction department.

The customer receives the aforementioned "standard warranty" by default. Upon request, an extended warranty service package can be agreed upon after evaluation of the specific conditions of application, clarifying the period covered and the specific references to which it applies.

No warranties are accepted when the product presents breaks, cut cables or any other deterioration.

Limitations and conditions

This is a limited warranty and excludes, among other things, installation, uninstallation, access to the products (scaffolds, lifts, etc.), and special, incidental and consequential damages (such as loss of income/profit, damage to property or other extended costs not mentioned above), and is further defined by the limitations and conditions set forth in the respective warranty policy and terms and conditions.

A. LED lamps

Warranty period

The warranty period is based on years or hours, whichever occurs first, with an ambient temperature of -20°C to +45°C with 10mm of space around the body of the Products.

| Lifespan | Warranty time |
|-----------------------|---------------|
| X ≥ 50k hrs | 5 years |
| X ≥ 30k hrs | 3 years |
| 15k hrs < X < 30k hrs | 2 years |
| X ≤ 15K hrs | 1 year |

A.1. Required Conditions

- For LED products, the product will be considered defective only if 10% or more of the LED components failed for that product
- The operating conditions are in accordance with the information reflected on the Products and their packaging
- The ambient temperature should never exceed the operating temperature range of: -20°C to +45°C, unless a different range is specified in the product data sheet.
- The relative humidity in the installation must never exceed 80% RH and must never exceed the IP category of the Product
- It's suggested that the Products operate in an open luminaire, with a minimum of 10 mm of space around the body of the Products.
- The Products are designed for a total of 50,000 power cycles (the time between switching on and off –'on ' and 'off' – should not be less than 30 seconds)
- The electrical installation in which the Product operates must not be subject to voltage fluctuations greater than +/- 10%

B. Professional Luminaires for Outdoor Use

| Type | Years |
|---|---------|
| "Public lighting" LED luminaires ≥ 100 K hrs | 10 |
| "Tunnel" LED luminaires ≥ 100 K hrs (see literal B.2) | 7 or 10 |
| "Outdoor" LED luminaires ≥ 100 K hrs* | 10 |
| "Outdoor" LED luminaires ≥ 50 K hrs | 5 |
| "Outdoor" LED luminaires < 50 K hrs | 2 |
| "Outdoor" LED luminaires < 30 K hrs | 1 |
| Conventional Luminaires (HID) | 1 |

B.1. Special conditions

- This warranty applies to all outdoor luminaires, except for tunnel and underground lighting. The warranty for these products is described in B.2.
- The warranty period is based on an average ignition behavior of max. 4,380 hours / year.
- The warranty is valid only for products with C° maximum ambient temperature + 35
- The guarantee is only valid for a maximum of one switch per day. (according to product specification).
- Network regulation and control systems have no influence on the warranty period.
- The warranty period is not valid when a buyer/user changes the product driver settings
- A new warranty period will not start in case of repair or replacement of the product after an approved claim.
- A valid claim is only approved when the luminous depreciation is less than L80F10 (80% of the initial installed luminous flux) during the LED warranty period.
- For outdoor Color Kinetics luminaires, see Annex A

B.2. Special conditions in tunnels and underground lighting

Due to the different tunnel and underground application profiles, the warranty policy is different. Buyer will receive 7 to 10 years warranty on tunnel and underground LED luminaires, according to project specification

C. Professional Luminaires for Indoor Use

| Tipo de Producto | Años |
|---------------------------|------|
| X ≥ 50K hrs | 5 |
| 20K < X < 30K hrs | 2 |
| 15K hrs ≤ X < 20K hrs | 1 |
| Luminarias Convencionales | 1 |

C.1. Special conditions

- For indoor Color Kinetics luminaires, see Annex A

D. Components

Warranty period

- The warranty period is based on a lamp operating time of 12 hours per day.
- All product ranges not mentioned in the following table have a one-year warranty.

- The warranty period is based on a maximum of 500h/year for HID Sports lamps, 1,000 h/year for 'Other' and 4,000 h/year for the rest of the products.
- Lamp must be connected to its respective ballast, driver and/or transformer according to the electrical characteristics of the lamp in accordance with the Signify specification and guidelines.
- Guarantees are not accepted when the product with the anomaly is uninstalled without prior authorization from Signify. Otherwise, the product warranty is automatically lost at that time.
- The luminaire must guarantee compliance with the degree of protection (IP) to which the ballast, lamp and/or some other component is designed.

| H.I.D. | | Years |
|--------------------|--|---|
| Lamp | CDM, CPO, SON T-PIA, VSAP, AM | 1 |
| Driver | PV/DV/AV Cosmopolis | 5 (Tc at 75°C) 3 (Tc at 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 at 70°C) |
| | Standard, Centium, Optanium, Mark 7, Mark 10, ROVR | 5 (Tc at 70°C) |
| | SmartMate Compact | 3 (Tc between 76°C and 85°C) |
| | Fluorescent | 5 (Tc at 75°C) |
| Emergency ballasts | BODINE | ** See table for reference |
| Controls | Dynalite; Teletrol | 2 |
| | Other controls for Fluorescent | 3 |
| LED | | |
| Lamp | Fortimo LED SLM,DLM,LLM,HB, Strip Lixel | 5*** |
| | LED SLM, DLM | |
| | Affinium | |
| | Fortimo LED Twsitable (TDLM) | |
| | Fortimo LED Disk, Integrate Spot | |
| | Fortimo LED Decorative modules | |
| Driver | Xitanium | 5 (Tc at 75°C) |
| Controls | Other Controls | 3 |
| Emergency driver | Bodine | Define time or indicate if the table below should be adjusted |
| Others | | |
| Lamp | Halogen | 6 months |
| | GLS | 3 months |

* Cosmopolis: as long as it is installed horizontally
 ***LED: Use the complete Driver and LED System
 Tc. Ballast housing temperature

| (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 B4CF1 | BSL26C |
| CB90-48 | CF94GU | BDL60U | | | 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 periods for BODINE emergency ballasts

D.1. Special conditions

- Luminaires with emergency equipment must work with two circuits identified as interruptible and non-interruptible. The circuit or line is NEVER INTERRUPTABLE must be disconnected from the emergency lighting. He INTERRUPTABLE circuit will be used to turn on

and turn off the luminaire. This is the only one that can be disconnected from the luminaire. The absence of the CIRCUIT OR LINE NOT INTERRUPTIBLE will prevent the normal operation of the equipment, causing an accelerated deterioration of the life of the battery and the luminaire by excessive cycles of charge and discharge and will lose the Quality Guarantee due to **misuse of the product.**

E. Solar Lights

For solar luminaires, the warranty periods by reference are as follows:

| FAMILY | YEARS OF WARRANTY |
|--------------------------------|-------------------|
| *Sunstay BRP710 | 3 |
| *Smartbright G2 BRP110 | 3 |
| *Smartbright PRO BRP110 | 5 |
| *Green Vision BRP715 | 3 |
| **Essential Smart Bright Solar | 1 |
| Non-integrated solar lights | 3 |

Use: ***Outdoor lighting and/or public lighting**

****Commercial/residential exterior lighting**

F. Special Portfolio

For special Agriculture, Horticulture and UVC type luminaires, the warranty defined in the manufacturer's technical sheet will apply under the conditions of use defined therein.

Signify Caribbean

Business Park Center Torre V. Ave. La Rotonda, 8th Floor,
Costa del Este. Panama

Customer service line in Panama Tel: (+507) 308 0200, option 3 ext. 7800.

<https://www.signify.com/es-ce>

Signify Colombian

Calle 93 # 11A-11 Floor 7, Bogotá, Colombia.

Customer service line in Colombia. Tel: Bogotá (+57) 443 3020. All Country 01 800 519 0787

<https://www.signify.com/es-co>



Annex A

Indoor and **outdoor** Color Kinetics product guarantees

Below are the warranty periods for Color Kinetics products as well as the conditions of their applicability.

Table 1 luminaires for outdoor use:

| SIGNIFY COLOR KINETICS OUTDOOR PROFESSIONAL LUMINAIRE PRODUCT LINE | LED & ACCESSORIES | CONDITIONS COASTAL (LESS THAN 3 MILES FROM THE SEASHORE) | SPECIAL CONDITIONS |
|--|----------------------|---|--|
| Color Kinetics Flex LMX / Compact, Flex MX / Micro Harsh environment | 5 years | 5 years | The warranty period for products purchased or used for tourism and/or rental purposes is three (3) years. Custom finishes: 1 year warranty on the finish. |
| Color Kinetics Flex LMX / Compact, Flex MX / Micro | 3 years | No warranty | Custom finishes: 1 year warranty on the finish. |
| Color Kinetics Reach Compact | 5 years | No warranty | The warranty period for products purchased or used for tourism and/or rental purposes is three (3) years. Custom finishes: 1 year warranty on the finish. |
| Color Kinetics BurstScape Powercore | 3 years | 3 years | Custom finishes: 1 year warranty on the finish. |
| Color Kinetics (all other products) | 5 years | 5 years | The warranty period for products purchased or used for tourism and/or rental purposes is three (3) years. Custom finishes: 1 year warranty on the finish. |
| Color Kinetics Vaya Series (white UL) | 5 years | 5 years | The warranty period for products purchased or used for tourism and/or rental purposes is one (1) year. Custom finishes: 1 year warranty on the finish. |
| Color Kinetics Vaya Series (all other products) | 3 years | 3 years | The warranty period for products purchased or used for tourism and/or rental purposes is one (1) year. Custom finishes: 1 year warranty on the finish. |

Table 2 Luminaires for indoor use

| SIGNIFY COLOR KINETICS INDOOR PROFESSIONAL LUMINAIRES PRODUCT LINES | LED & ACCESSORIES | SPECIAL CONDITIONS |
|---|-------------------|--|
| Color Kinetics (all other products) | 5 years | The warranty period for products purchased or used for tourist and/or rental purposes is three (3) Years. |
| Color Kinetics Luminous Surfaces | 5 years | The warranty excludes indoor wet areas (e.g. indoor pools), mobile structures and areas where the panel may be exposed to chemicals. |
| Color Kinetics Vaya Free Form (white UL) | 5 years | There is no warranty for products purchased or used for tourist or rental purposes. |
| Color Kinetics Vaya Free Form 3 Years | | There is no warranty for products purchased or used for tourist or rental purposes. |
| Color Kinetics Vaya Series (white UL) | 5 years | The warranty period for products purchased or used for tourist and/or rental purposes is 1 (1) Year. |
| Color Kinetics Vaya Series (all other products) | 3 years | The warranty period for products purchased or used for tourist and/or rental purposes is 1 (1) Year. |

The Color Kinetics terms and conditions can be consulted at:
<https://colorkinetics.helpdocs.io/article/y877m2lt6c-color-kinetics-limited-warranty>