STANDARD WARRANTY FOR PROFESSIONAL LUMINAIRES OF EMERGING MARKET

This Standard Warranty (in some cases also referred to as "Warranty Policy"') specifies the standard terms and conditions on warranty for the sale by Signify of the Professional luminaires listed below in Table 1 (for the purpose of this Standard Warranty all referred to as "Products"). Only the purchaser that has purchased Products directly from Signify ("Customer") can derive any rights from this Standard Warranty. "Signify" means the legal entity selling the Products directly to Customer.

This Standard Warranty applies only for Products purchased on or after 01-07-2026 (1 st of July) in the Middle East market – excluding KSA (Bahrain, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestine, Qatar, United Arab Emirates, Yemen).

This Standard Warranty must be read together with Terms and Conditions for Sale of Products and Services of Signify currently in force, or such other terms as agreed to in a legally enforceable agreement executed between Signify and Customer, including separate supply, distribution or sales contracts ("Terms and Conditions"). Unless otherwise specified herein, any term or expression defined or used in Terms and Conditions and relating to this Standard Warranty shall have (in the interpretation of Terms and Conditions) the same meanings as used herein. In all other respects, Terms and Conditions remain unchanged and are in full force and effect. In the event of conflict between this Standard Warranty and Terms and Conditions in relation to the Products, this Standard Warranty will prevail.

1. Subject to the Terms and Conditions and this Standard Warranty (including exclusions, limitations and conditions stated therein), Signify warrants to Customer that Products will be free from Defects for the limited warranty period(s) specified below in Table 1 ("Warranty Period"). For the purpose of this Standard Warranty, a "Defect" (or "Defective Product") means that a Product has a defect in material or workmanship which causes the Product to fail to operate in accordance with the specifications provided by Signify, with consideration given to the overall performance of the Product.

Description of Product	Warranty Period
Luminaire with lifetime ≥ 50,000 hours (*) SmartBright Pro families (RC055, DN068) & Cooper Revolve family (**)	**5**
Luminaire with lifetime ≥ 30,000 hours & <50,000 hours	**3**
Luminaire with lifetime > 20,000 hours & < 30,000 hours	**2**
Luminaire with lifetime ≤ 20,000 hours	**1**
***All Conventional Luminaires, UVC products, Core T5 LED Batten (wholesale)	**1**
(*) Excluding Greenup, SmartBright, StreetStar, RoadFlair Eco, LiteMagic façade, Uni Façade, Uni Landscape product families — these have 3 years product warranty. *(**) 5 years warranty is specific to **SmartBright Pro & Revolve** families (excluding Revolve downlights which is 3 years warranty), the warranty excludes lumen decay & CCT shift, that are within the product specifications.* (***) For these products, the luminaire lifetime is not relevant for determining the Warranty Period	

Table 1: Description of Product and Warranty Period

Solar Products Warranty	
*GreenVison AIO (With product description suffix indicating 5-year warranty), PV panel, LFP battery (Pro-Rata based per Annex – Table A1)	5
*GreenVison AIO, SmartBright Solar AIO, StreetStar, SunStay, SunCrest, UrbanSpark, Solar Luminaires without integrated battery, Solar charge controller, Solar accessories	3
*Other solar trade range products	Refer to product label on the carton or box for warranty information

Table 2: Description of Solar Product and Warranty Period

2. Unless otherwise agreed in writing and signed by Signify authorized representative, a Warranty Period starts on the date of invoice.

3. Signify will have no obligations under this Standard Warranty if Customer is in breach of Customer's payment obligations under Terms and Conditions.

4. In order to be entitled to make a valid claim under warranty, Customer shall promptly notify Signify in writing of any alleged Defective Product prior to expiration of the Warranty Period for such Product. Further, the obligations of Signify under this Standard Warranty are subject to the following conditions:
   - 4.1. Customer shall keep proof of purchase for the Product available for inspection;
   - 4.2. Customer shall make claims under this Standard Warranty to Signify promptly and not later than thirty (30) days after discovery, and make available to Signify (or representatives) adequate records of operating history for the Product, at minimum the following information:
     - 4.2.1. name and/or type number of the Product;
     - 4.2.2. details of the (alleged) Defect, including the number and percentage of failures, and date-code of failure, as applicable;
     - 4.2.3. the invoice date and, if performed by Signify, the installation date of the Product;
     - 4.2.4. details of application, location, actual burning hours and number of switching cycles.
   - 4.3. Customer shall give a Signify representative on-site access to the Product for which Customer invokes this Standard Warranty, and, on request, send any alleged Defective Product to Signify for analysis;
   - 4.4. Customer shall obtain consent from Signify on the specifications of any tests it plans to conduct to determine whether a Defect exists;
   - 4.5. Any lawsuit related to any claims under warranty must be filed within one (1) year of the date of the notification of the claim.

5. The obligations of Signify under warranty will be limited, at the option of Signify, to within a reasonable time, either repair or provide a replacement product for the Defective Product, or to an appropriate credit for the purchase price thereof. Repairs, replacements or remedies will not extend or renew the applicable Warranty Period. Signify is entitled at its option to replace the Defective Product(s) covered by warranty with a product that has minor deviations in design and/or specifications which do not affect the functionality of the Product. Signify may charge Customer for the reasonable costs incurred by Signify in relation to an alleged Defect or returned Product(s) that are found not to be a Defect, including for reasonable freight, testing and handling costs.

6. (De)mounting, (de)installation, removal and replacement of Products, structures or other parts of Customer's facility, decontamination, and re-installation of (Defect) Products are not covered by the warranty provided hereunder. Customer will be responsible and shall bear the costs for these activities, including costs of access for remedial warranty efforts by Signify.

7. Unless otherwise agreed by Signify and Customer in writing, the obligations under warranty by Signify only apply to the Products listed under section 1. Signify does not provide any warranty for any other products, including third party products and products not marked with trademarks owned or licensed by Signify. In respect of software, Signify does not provide any warranty for any software that is not embedded in or delivered with any Products by Signify, even if Signify refers to third party software in its Documentation. The Warranty Period for customized or non-standard Products is one (1) year. Signify does not provide any warranty related to any Defect arising from designs, instructions or specifications supplied by Customer to Signify.

8. Signify will have no obligations under this Standard Warranty if the alleged Defect is found to have occurred as a result of any of the following:
   8.1. Any Force Majeure events. "Force Majeure" means any circumstances or occurrences beyond the reasonable control of Signify, whether or not foreseeable at the time of concluding the agreement for the sale of the Products, as a result of which Signify cannot reasonably perform or execute its obligations, including, without limitation, acts of God, natural catastrophes including earthquake, lightning, hurricane, typhoon, flooding or volcanic activities or extreme weather conditions, strikes, lock-outs, war, terrorism, political situation, civil unrest, riots, sabotage, vandalism, industry-wide shortages, breakdown of plant or machinery, fault or loss of electricity supply, cyber attacks and hacking or non-performance by suppliers of Signify or by other third parties on which services rely (including connectivity and communication services);
   8.2. 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 set or defined by relevant supply standards for the Product;
   8.3. Improper wiring, installation, change of settings or maintenance of Products or any other electrical components such as drivers not performed by (or for) Signify;

8.4. Failure to adhere to installation, operating (such as specific tolerance on flux and system power), application, maintenance, or environmental instructions or guidelines prescribed by Signify or any other document accompanying the Products, or applicable safety, industry and/or electrical standards or codes;
8.5. Failure to use the Products for the purposes for which these have been designed;
8.6. Being subject to corrosive environments, excessive wear and tear, neglect, carelessness, accident, abuse, misuse, improper or abnormal use of the Products;
8.7. Any attempt at repair, alteration or modification not authorized by Signify in writing;
8.8. Usage of LED products not taking the application instructions concerning potential pollution (e.g. VOC and H2S as specified in the product design-in guide) or cleaning into account.

9. Customer acknowledges that the purchase price for the Product(s) is based on and reflects a proper allocation of risks and obligations of the parties related to warranty.

10. This Standard Warranty, read together with the provisions on warranty in the Terms and Conditions, constitutes the entire agreement regarding warranty for any Defective Products and supersedes all prior statements or communications (oral and written) to Customer regarding the Products. To the fullest extent permitted by law, the warranties contained herein are the only warranties given by Signify with respect to the Products and are given in lieu of all other warranties, whether express or implied, including without limitation warranties of merchantability or fitness for a particular purpose which warranties Signify expressly disclaims. Customer shall not rely on any other information, from Signify or other sources, or generally known (industry) facts, regarding the Products or their performance and/or lifetime. The sole and exclusive remedy for Customer in connection with any Defect will only be as explicitly stated in this Standard Warranty.

11. Signify may modify this Standard Warranty from time to time, and any modifications will be effective for all orders placed on or after the effective date of such modification(s).

12. Products that are part of our Consumer and OEM range, LED lamps, Color Kinetics, VAYA, Cooper and Dynalite portfolio are not included in this Standard Warranty. Different terms apply for these.

13. For Surge Protection Device (SPD), Signify will have no obligation under this Standard Warranty if the alleged Defect is found to have occurred as a result of electrical surge.

14. The Warranty Period as set forth in Table 1 above is based on a burning behavior of the Products of 12hours/day, and a switching cycle of ≤2 times/day for indoor luminaires and ≤1 time/day for outdoor luminaires, however with the exception of the ArenaVision LED, ActiStar and ArenaX range where the Warranty Period is based on burning hours of max 1000 hrs/year.

15. For Outdoor Professional Luminaires, the following additional provisions apply:

- The warranty is valid for luminaires based on their rated ambient temperature (operating temperature range) in datasheet;
- Normal wear and tear of the outdoor luminaires' appearance is not covered by this Warranty Policy;
- For Products installed within 5km from the seaside, corrosion of Products is covered by this warranty policy only in the event that Customer has purchased Products with Marine Salt Painting (or "MSP");
- For Products installed in tunnel applications that are located in areas where salt is used on the roads near the tunnel (e.g.: salting in wintertime), corrosion of Products is covered by this Warranty Policy only in the event that Customer has purchased Products with Marine Salt Painting.

16. In addition to the provisions of this standard warranty policy, for outdoor solar luminaires with batteries and non-integrated outdoor luminaires with batteries outside of the luminaire the specific conditions in Annex 1 apply.

Annex 1: Specific provisions for outdoor solar luminaires with batteries and non-integrated outdoor luminaires with batteries outside luminaire

1. Pro-Rata based warranty for LFP batteries in non-integrated outdoor luminaires with batteries outside luminaire.

1) Year 1-3: in case of failed batteries as a result of a product defect, we replace 100% of the failed batteries free-of-charge
2) Year 4: in case of failed batteries as a result of a product defect, we only replace 75% of the failed batteries free-of-charge and the remaining 25% shall be paid by Customer.
3) Year 5: in case of failed batteries as a result of a product defect, we only replace 50% of the failed batteries free-of-charge the remaining 50% shall be paid by the Customer
4) Example in case of a failure of a 25.6V 120Ah battery

Batt. V	Batt. AH	Warranty (months)	Warranty (Years)	
25.6V	120 AH	60	5 yrs	Warranty mentioned in commercial offer
Batt. V	Batt. AH	Usage from the date of start of warranty period (months)	Usage from the date of start of warranty period (Years)	Pro-rata based % paid by Customer for each unit replaced
25.6V	<60 AH (<50% remaining AH)	1-36	Up to 3 Yrs	100% replacement by Signify 0% of the invoice price shall be paid by Customer
	<60 AH (<50% remaining AH)	37-48	4th Yr	100% replacement by Signify 25% of the invoice price shall be paid by Customer for replacement batteries, and 75% delivered free-of-charge by Signify
	<60 AH (<50% remaining AH)	48-60	5th yr	100% replacement by Signify 50% of the invoice price shall be paid by Customer for replacement batteries, and 50% delivered free-of-charge by Signify

Table A1: Description of LFP Battery Pro-Rata Based Warranty Policy

2. Key standard warranty conditions for outdoor solar batteries and photovoltaic panels:

Signify will have no obligations under this Standard Warranty if the alleged Defect is found to have occurred as a result of any of the following conditions have not been met:

5) Battery storage conditions and storage duration that are described individually in the mounting instruction (MI) have not been met.
6) Battery pack compression or collision.
7) Battery stored outside the acceptable storage temperature range, as set forth in the MI or datasheet, near heat source, fire or strong magnetic field exposure.
8) Battery contacts corrosive materials, moisture, rain or water.
9) Maximum charge and discharge current specified in the technical specification of corresponding battery pack is exceeded.
10) Battery pack not being charged in time when battery is over-discharged and protected by Battery Management System (BMS); It may lead to battery deep discharged and it may enter dormant state.
11) Charging when the battery pack is overcharged, it will shorten battery life.
12) The battery is used outside the operating temperature range specified in the specification and/or data sheet, such use can shorten battery life.
13) The product is not used or not has one complete charge, discharge and recharge cycle according to the period defined in MI from the date of manufacture, or according to certain time cycle during storage per MI.
14) Batteries have not been used with Signify recommended charge controller, Photovoltaic panel and LED drivers as set forth in the MI.
15) Photovoltaic panel has not been cleaned per datasheet and/or MI or when it is not performing well according to specifications. In that case charging of battery will affect battery life cycles, battery may remain discharged and can't get enough power to luminaire.
16) Storage, maintenance and other guidelines as per this clause are in general applicable for all solar architecture and products including but not limited to non-integrated, fully integrated and semi-integrated products and systems in addition to the individual MI available with product.