



LED lamps Warranty

Limited Warranty: Components

Signify North America Corporation (“PILA”) warrants to the original purchaser (“Purchaser”) that the PILA branded components identified on Schedule 1 (“Products”) will be free from defects in material and workmanship which cause the Product to fail to operate in accordance with the performance specifications set forth in documentation published for or provided with the Product (“Specifications”) for the applicable period and subject to the additional terms and conditions set forth on Schedule 1 from (unless otherwise noted on Schedule 1) the earlier of the date of installation or six (6) months after the date of manufacturing (“Warranty Period”).

If any Product covered by this limited warranty is returned by Purchaser in accordance with PILA Terms and Conditions of Sale (available at www.signify.com/warranties) within the Warranty Period, and PILA determines to its satisfaction that such Product failed to satisfy this warranty. If a Product fails to operate during the Warranty Period as a result of defects in materials or workmanship, PILA will, at its option, replace it with the same or like Product at no charge or issue a prorated credit which may be used by the purchaser, within 6 months of issuance, for a PILA product purchase subject to the terms and conditions set forth herein. For purposes of clarity, “repair or replace the Product or the defective part thereof” does not include any removal or reinstallation costs or expenses, including, without limitation, any labor costs or expenses, shipping costs to return non-conforming Products or any damages that may occur during the return of Product to PILA.

If PILA chooses to replace the Product and is not able to do so because it has been discontinued or is not available, PILA may replace it with a comparable product. PILA reserves the right to use new, reconditioned, refurbished, repaired or remanufactured products or parts in the repair or replacement of any Product covered by this limited warranty. For LED Products, the Product shall be considered defective only if 10% or more of the LED components fail for such Product.

This limited warranty is subject to these additional conditions:

- The Products have been properly handled, stored, wired, transported, installed, operated and maintained in accordance with the applicable Specifications.
- A PILA representative will have access to the failed Products and the fixtures used to operate them. If the fixture or other parts become suspect, the representative shall have the right to invite other manufacturers’ representatives to evaluate the lighting system components.
- The Product has been purchased directly from an authorized PILA distributor/dealer for use in regions that are within the jurisdiction of the United States or Canada.
- If applicable, purchase receipt for the Product is available for inspection by PILA.

This limited warranty does not apply to damage or failure to perform arising as a result of any acts of God or from any abuse, misuse, abnormal use, improper power supply, power surges or fluctuations, corrosive environments, neglect, exposure or any use or installation in violation of the instructions or restrictions prescribed by PILA or any applicable standard or code, including those contained in the latest National Electrical Code, Standards for Safety of Underwriters Laboratory, Inc. (UL), the American National Standards Institute (ANSI), or, in Canada, the Canadian Standards Association (CSA). No agent, distributor or dealer is authorized to change, modify or extend the terms of this limited warranty on behalf of PILA.

THIS LIMITED WARRANTY IS VOID IF THE PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH IT IS DESIGNED OR IF ANY REPAIRS OR ALTERATIONS ARE MADE BY ANY PERSON NOT AUTHORIZED BY PILA IN WRITING. THIS LIMITED WARRANTY IS THE ONLY WARRANTY GIVEN BY PILA WITH RESPECT TO THE PRODUCTS AND THE SOLE REMEDY FOR ANY AND ALL CLAIMS, IN CONTRACT, IN TORT OR OTHERWISE ARISING FROM THE FAILURE OF PRODUCT AND IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED. PURCHASER’S EXCLUSIVE REMEDY FOR ANY NONCONFORMITY OR DEFECT IN ANY PRODUCT SHALL BE ONLY AS EXPLICITLY SET FORTH HEREIN. UNDER NO CIRCUMSTANCES SHALL PILA’S AGGREGATE LIABILITY ARISING OUT OF 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 SHALL PILA BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR COMPENSATORY DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES RESULTING FROM LOSS OF USE, PROFITS, BUSINESS OR GOODWILL EVEN IF PILA WAS ADVISED OF OR WAS OTHERWISE AWARE OF THE POSSIBILITY OF SUCH DAMAGES.

This limited warranty is effective for the purchases of the Product on or after the effective date set forth herein and is in consideration of and is expressly subject to and conditioned by the terms set forth herein. PILA reserves the right to modify this warranty from time to time and any modifications shall be effective for all orders placed on or after the effective date of such revised warranty.



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Schedule 1: All PILA components not otherwise described below shall have the warranty period identified on the product packaging or, if no warranty period is identified, a warranty period of 1 year.

LED	Specification	Component Warranty
Lamps	Design life less than 24,999 hours ¹	1 year ²
Tubes	Design life between 40,000 and 69,999 hours	5 years ²
	Design life between 25,000 and 39,999 hours	3 years
	Design life less than 24,999 hours	1 year

1. LED lamp with energy star and a design life between 15,000 hours and 24,999 hours have a warranty period of 3 years based on lamp operation of 3 hours per day, 365 days per year.
2. Warranty period based on lamp operation of 12 hours per day, 365 days per year, when operating on low or normal ballast factor ballasts.