

Warranty Policies

Signify General Terms and Conditions

1. Limited Warranty

The warranty described herein shall only apply to Signify-branded lighting products (hereinafter referred to as the "Product"). Marketed by Signify in Ecuador, Colombia, Venezuela, and Central America. The warranty is only applicable to products purchased directly from Signify (hereinafter referred 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 purchasers 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 workmanship that may cause the Product to cease to function in accordance with the performance specifications set forth in the documentation published or supplied with the Product. Signify warrants that any standard finish on a product will be free from cracking, flaking, excessive discoloration, and corrosion defects for the applicable warranty period.

2. Terms & Conditions

- When a product covered by this limited warranty is reported by Buyer within the warranty period, Signify will review the claim to determine whether the warranty applies. If the warranty claim is approved, Signify may, at its sole discretion, repair or replace the product or defective part thereof, or refund the Purchaser the purchase price, subject to the terms and conditions set forth herein. For clarity, "repair or replace the defective product or part thereof" does not include transportation or reinstallation costs or expenses, including, without limitation, any costs of labor, shipping charges to return non-conforming 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 provided in Section 5.
- If the product cannot be replaced because it has been discontinued or is no longer available, Signify may replace it with an equivalent product (which may differ slightly in design and specifications). Signify reserves the right to use, refurbish, repair, remanufacture, or use 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 applies only if the products have been properly handled, stored, transported, connected, installed, operated, and maintained within the electrical ratings, operating range, and environmental conditions specified in the product specifications, application guidelines, applicable standards or regulations in each country, or any other documentation accompanying the products. If a product is found to be defective or does not conform to the product specifications, the Purchaser must notify Signify in writing. All luminaires must be properly grounded, regardless of whether the ballast indicates otherwise.
- This warranty does not apply to damage or failure arising as a result of acts of nature (including earthquakes, fires, floods, etc.) vandalism, terrorism, abuse, misuse, abnormal use, corrosive environments, or violations of any applicable standards, codes, or operating instructions, including, without limitation, applicable industry safety standards and/or electrical codes for the relevant region, or power supply issues such as voltage surges or fluctuations.
- Luminaires intended for recessed installation in suspended ceilings (acoustic ceiling tiles, drywall, etc.) must be properly supported and secured to the concrete ceiling using cables, chains, rods, or other suspension devices capable of ensuring their stability and supporting the weight of the product. Under no circumstances shall the weight of the luminaires be supported by the suspended ceiling structure. In the case of downlights, the side clips are intended only to position the luminaire within the suspended ceiling and are not designed to support its weight. This requirement also applies to electromagnetic auxiliary discharge equipment due to its considerable weight.
 - This Limited Warranty shall be void if the product is used for any purpose other than that for which it was designed, or if the product has been repaired or modified by any person without Signify's prior written authorization. The product's manufacturing date must remain clearly legible. Signify reserves the right to make the final determination regarding the validity of any warranty claim.
 - Any products replaced under this Warranty Policy shall become the property of Signify upon replacement.

3. Warranty Claims

All warranty periods are subject to a Signify representative having access to the defective product or system and the accessories used to operate it in order to evaluate the reported non-conformity. Warranty claims must be reported and submitted to Signify's regional office within 30 days after the defect is identified; indicating at least the following information (additional information may be requested):

- Defective products, in the case of systems, the components used must also be reported.
- The date of installation, date of the invoice and date of failure.
- Detailed description of the problem.
- Quantity and percentage of failures.
- If a warranty claim is approved, Signify may pay for the freight charges.

To submit a warranty claim, the customer must provide the product invoice. If the warranty claim is determined to be invalid, Signify may charge the customer for transportation, testing, and any other handling costs incurred.

4. Non-Implied Warranties and Other Warranties

This limited warranty is the sole remedy given by Signify, with respect to the products and the sole remedy for any and all claims, in contract, tort or otherwise, arising out of product failure and is given in lieu of any other warranties, express or implied, including, but not limited to, the warranties of merchantability or fitness for a particular purpose, which are hereby disclaimed.

The Buyer expressly waives any right to submit a warranty claim if the Buyer has previously attempted to repair, modify, or otherwise tamper with the product.

- Under no circumstances shall Signify's total 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 Signify be liable for any special, incidental or indirect damages, including, without limitation, damages caused by loss of use, profits, business or goodwill, whether such damage is based on warranties not expressly stated in these terms and conditions, contractual or tort obligations or any other legal theory, even if Signify has been notified or is aware of such defects

Limitations and Conditions

This is a limited warranty and excludes, but is not limited to, installation, removal, access to the products (scaffolding, elevators, etc.), and special, incidental, and consequential damages (such as loss of revenue/profits, property damage, or other consequential costs not mentioned above), and is further defined by the limitations and conditions set forth in the respective warranty policy and these terms and conditions.

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

With respect to products sold to Buyer by Signify, but not bearing the name of Signify or its sub-marks, Signify makes no warranty of any kind, express or implied, including, without limitation, any warranty of merchantability or fitness for a particular purpose. However, upon the Buyer's request, and only to the extent permitted by applicable law and the relevant contracts, Signify will make available the warranties provided by the manufacturer of the product in question. Such manufacturer shall be solely responsible for any 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 in consideration, expressly subject to and conditioned by the terms set forth herein. Signify reserves the right to modify this warranty at any time, such that any modifications will be effective for all orders placed on or after the effective date of such revised warranty.

Warranty Policy

This warranty policy shall only be valid when stated in a sales contract between Signify and Buyer, and shall supersede the standard warranty clause provided for in Signify's General Terms and Conditions of Sale. The warranty period begins on the date of the invoice, except when the installation is performed directly by Signify, in which case the period begins with the date stated in the delivery certificate and will be one year for the installation services specified in the proposal. During the warranty period if the product fails to meet any agreed feature, Signify may correct the issue on-site or will reimburse the cost of the necessary repair, once identified and accepted by Signify's Customer Satisfaction department.

The customer receives the aforementioned "standard warranty" by default. On 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 has breakages, cut cables or any other deterioration.

A. Lamps

Warranty Period

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

For Hue and Wiz LED products, the warranty period is 2 years.

For Pila brand LED bulbs the warranty period is 3, while Pila LED tubes are covered by a 1 year warranty period.

For all other Philips LED product lines, the stated warranty period is 1 year.

For lamp technologies other than LEDs, please see the warranty time referenced in the table below and note A.1

Lifespan Non-LED Sources	Warranty Time
X>=5k 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 its LED components have failed.
- Operating conditions are in accordance with the information provided in 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 at the installation site shall never exceed 80% RH or the protection level specified by the Product's IP rating.
- Products should be operated 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 switching cycles (the time between “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%
- For Colombia, warranty claims for sodium, metal halide, and mercury light sources (collectively referred to as conventional light sources) will not be eligible for product replacement due to the entry into force of RETILAP Technical Regulation 40150 of 2024, which prohibits the manufacture, marketing, and sale of such technologies.

B. Professional Outdoor Luminaires

B1. Luminaires with conventional sources

- For Colombia, warranty claims for luminaires using sodium, metal halide, or mercury light sources (conventional light sources) will not be eligible for product replacement due to the entry into force of RETILAP Technical Regulation 40150 of 2024, which prohibits the manufacture, marketing, and sale of such technologies. The warranty period for these conventional luminaires is one (1) year.

B2. For other professional LED luminaires use, please see Annex B.

Special Conditions

- This Limited Warranty applies to all outdoor luminaires, except tunnel and underground lighting products. The warranty terms for these products are set forth in Section B.2.
- The warranty period is based on an average operating time of up to 4,380 hours per year.
- This Limited Warranty is valid only for products operated at a maximum ambient temperature of +35°C.
- This Limited Warranty is valid only if the product is switched on and off no more than once per day (in accordance with the product specifications).
- Network dimming and control systems do not affect the warranty period.
- This Limited Warranty shall be void if the Buyer or end user modifies the product driver settings.
- A new warranty period will not start in the event of repair or replacement of the product after an approved claim
- A warranty claim will be considered valid only if lumen depreciation remains below the L80F10 threshold (80% of the initial installed luminous flux) during the LED warranty period.

For Color Kinetics outdoor luminaires, please refer to Annex A.

C. Professional Indoor LED Luminaires

Product Type	Years
Philips 40k hrs $\leq X \leq 50k$ hrs	5
Philips 25k hrs $\leq X < 40k$ hrs	3
Philips 15k hrs $\leq X < 25k$ hrs	1
Conventional Luminaires	1
Lightolier	5
Safety (Exit & Emergency)	3
Leadlite	5
Pila	1

C.1. Special Conditions

- For indoor Color Kinetics luminaires, see Annex A

D. Components

Warranty Period

- The warranty period is based on an operating time of 12 hours per day.
- All product lines not listed in the table below are covered by a one (1) year warranty.
- The warranty period is based on a maximum operating time of 500 hours per year for HID Sports lamps, 1,000 hours per year for the "Other" category, and 4,000 hours per year for all remaining products.
- The lamp must be connected to its corresponding ballast, driver, and/or transformer in accordance with its electrical characteristics and Signify's specifications and guidelines.
- Warranty claims will not be accepted if the defective product is removed without Signify's prior authorization. Failure to obtain such authorization will automatically void the product warranty. Warranty claims will not be accepted if the defective product is removed without Signify's prior authorization. Failure to obtain such authorization will automatically void the product warranty.
- The luminaire must maintain the IP protection rating required for the ballast, lamp, and/or any other component for which it was designed.

HID****		Years
Lamp	CDM, CPO, SON T-PIA, VSAP, AM	1
Driver	PV/DV/AV	5 (Tc at 75°C)
	Cosmopolis	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 by reference
Controls	Dynalite; Teletroll	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 at 75°C)
	Everline	3
Controls*****	Other Controls	3
	Interact, intelligent buildings, Telensa	5
	Landmark Gateway, interact RF Segment, interact city cabinet, Landmark spot Professional	3
Emergency Driver	Bodine	See lines below
Other****		
Lamp	Halogen	6 months
	GLS	3 months

* Cosmopolis: as long as it is installed horizontally

***LED: Use the Complete Driver and LED System

****See note A1 for conventional sources if it is a conventional product in the Colombian market.

*****For TunneLogic – Tunnel Lighting controls and additional information, please refer to: [20260603-standard-warranty-outdoor-spaces.pdf](https://www.hilllux.com/colombia/20260603-standard-warranty-outdoor-spaces.pdf)

Tc. Temperature in the ballast housing

(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 periods for BODINE emergency ballasts

D.1. Special Conditions

- Luminaires equipped with emergency lighting systems must be connected to two circuits identified as interruptible and non-interruptible. The NON-INTERRUPTIBLE circuit or line must NEVER be disconnected from the emergency luminaire. The INTERRUPTIBLE circuit shall be used to switch the luminaire on and off and is the only circuit that may be disconnected from the luminaire. The absence of the NON-INTERRUPTIBLE circuit or line will prevent the equipment from operating properly, resulting in accelerated deterioration of the battery and luminaire due to excessive charge and discharge cycles. Such misuse will void the product warranty.

E. Solar Luminaires

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

FAMILY	WARRANTY PERIOD (YEARS)
*Sunstay BRP710	3
*Smartbrigh G2 BRP110	3
*Smartbrigh PRO BRP110	5
*Green Vision BRP715	3
**Essential Smart Bright Solar Portfolio	1
*Non-integrated solar luminaires	3

Use: *Outdoor lighting and/or street lighting

**Commercial/residential outdoor lighting

F. Special Portfolio

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

Signify Colombia

Business Park Center Torre V. Ave. La Rotonda, 8th Floor,
East Coast. Panama

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

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

Calle 93 # 11A-11 Piso 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

Warranties for Color Kinetics interior and exterior products

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

Table 1 luminaires for outdoor use:

SIGNIFY COLOR KINETICS OUTDOOR PROFESSIONAL LUMINAIRE PRODUCT LINE	LED & ACCESSORIES	COASTAL CONDITIONS (WITHIN 3 MILES OF 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 / 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 tourism and/or rental purposes is three (3) Years.
Color Kinetics Luminous Surfaces	5 Years	The warranty excludes damp indoor areas (e.g., indoor pools), movable 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 tourism or rental purposes.
Color Kinetics Vaya Free Form	3 Years	There is no warranty for products purchased or used for tourism or rental purposes.
Color Kinetics Vaya Series (white UL)	5 Years	The warranty period for products purchased or used for tourism and/or rental purposes is 1 Year.
Color Kinetics Vaya Series (all other products)	3 Years	The warranty period for products purchased or used for tourism and/or rental purposes is 1 Year.

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

Annex B
Professional Exterior Product Warranty

Below are the warranty periods for products for outdoor professional use LED technology, as well as the conditions of applicability of the same

Signify outdoor professional luminaires product lines	Years
Stonco/Keene *	5
Gardco}* Gardco (DuraForm Small (FLDS), Medium (FLDM), and Large (FLDL) LED Floodlighting)*	5 10
Urban: Hadco & Lumec*	5
Landscape: Hadco*	5
Roadway: Lumec*	10
Philips*	5
Essential Force	5
LED "tunnel" luminaires	5
Pila LED Floodlight Luminaires	1
ArenaVision	5
Optivision	5
Arena X	5
ActiStar Large	5

*For more information you can refer to the following link: [Warranties | Genlyte Solutions](#)

Table 1 outdoor luminaires