

LAMP Electronics and LED Electronics Warranty Policy

1. Introduction

This document describes the Standard warranty policy (including extended warranty) for Philips Lamp Electronics and LED Electronics products. This policy includes all products offered by the Businesses Lamp Electronics and LED Electronics.

This warranty only covers Products applied within their 'intended' or 'normal use' as and when operating conditions are in accordance with the information on the Products, its specification/design-in guidelines and/or its packaging.

2. Product Warranty and Lifetime

The Lifetime of a product is defined as the number of hours at which a cumulative failure rate % of 10% (C10) is reached under certain conditions: e.g Tc_max and 3 full thermal switches per day. The given lifetime number is indicative for the expected useful life and is in no way a guarantee.

Note, this figure is excluding the failure rate related to wrong applications or Non Failure Found.

Type	Product	C10 (hours) expected useful life	Operating (hours / year)	Standard Warranty period (Years)
LED Electronics	Driver - Xitanium	50,000 @ Tc_max	4000	2
	Driver - CertaDrive	30,000 @ Tc_max	4000	1
	LED Module - Fortimo	50,000	4000	2
	LED Module - Certa	30,000	4000	1
	SPD	NA	NA	Nil
Lamp Drivers	EM Ballast	50,000	4000	1
	EL Ballast	50,000	4000	1

2.1 The System element of warranty

Philips systems (combination of light source and driver) are designed for optimal performance. For those Modules/light sources not used in combination with Philips drivers as indicated in related specification in previous table and/or design-in guide, the warranty is limited to 1 year.

2.2 Start of Warranty period

Product Warranty is effective from the date of manufacturing + 6 months or purchase date (whatever is earlier).

3. Warranty coverage

Philips warranty is product for product for all confirmed failures i.e. products not conforming to declared specification or defective product due to manufacturing issue.

In case no suitable replacement product is available financial restitution is possible.

As a principle, Philips covers only the material and transportation cost. For costs regarded as consequential or other costs caused by failed products, Philips will not provide compensation. Those costs are, for example but not limited to labor, damaged Light sources / fixtures, etc.

- Inclusions: Product replacement, Freight to Customer.
- Exclusions: Installation, Consequential damages.

4. Terms and conditions

4.1 Limited Warranty

This warranty shall only apply to Philips branded lighting products sold by Philips Lighting in a distinct region/market (hereinafter referred to as 'Product'). The warranty is only applicable to the party purchasing the products directly from Philips (hereinafter referred to as: 'Purchaser').

Philips warrants that each Product will be free from defects in material and workmanship. The foregoing warranty shall be valid for the period mentioned in the applicable warranty policy for the Products referred to in the sales agreement. If a Product fails to operate in accordance with this warranty Philips will provide a free replacement of the failed Product subject to the applicable warranty policy and the limited warranty terms and conditions set out below.

Philips shall not be liable for loss of profits, business, revenue, anticipated savings, and any special indirect or consequential losses, even if foreseeable by or in the contemplation of Philips.

4.2 No implied or other warranties

The warranty and remedies contained in this warranty are the only warranties given by Philips with respect 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 are hereby disclaimed.

These terms and conditions state Philips' entire liability and obligation to Purchaser and Purchaser's sole and exclusive remedy in connection with defective or non-conforming Products supplied by Philips to Customer, whether or not such damages are based on any warranty not explicitly mentioned in these terms and conditions, contract or any other legal theory, even if Philips has been advised or is aware of such defects.

4.3 Information required to submit

All warranty periods mentioned are subjected to a Philips representative having access to the Product or system for verification of non-compliance. Warranty claims have to be reported and returned to the local Philips office within 30 days after discovery, specifying at least the following information (additional information may be required on request):

- Details of the failed Products; and for System warranties also details of other components used;
- Installation date and invoice date;
- Manufacturing date of the failed product
- Detailed problem description, number and % of failures date-code of failure;
- Application, hours in operation and number of switching cycles;

4.4 Terms and Conditions

Philips' warranty flows only to Purchaser. If any Product covered by this warranty is returned by Purchaser within the applicable warranty period set out in the warranty policy and on examination Philips determines to its satisfaction that such Product failed to satisfy this warranty claim, Philips will, at its option, repair or replace the Product or the defective part thereof, or reimburse Purchaser the purchase price. For purposes of clarity, 'repair or replace the Product or the defective part thereof' does not include any removal or reinstallation activities, costs or expenses, including without limitation, labor costs or expenses.

If Philips chooses to replace the Product and is not able to do so because it has been discontinued or is not available, Philips may refund the purchaser or replace the product with a comparable product (that can show small deviations in design and product specification). Refunds are limited to product cost only. The non-conforming or defective Products shall become Philips' property as soon as they have been replaced.

This warranty only applies when the Product has been properly wired and installed and operated within the electrical values, operating range and environmental conditions provided in the specifications, application guidelines, IEC standards or any other document accompanying the Products. If a Product is found to be defective, or not performing in accordance with the product specifications, the Purchaser must notify Philips in writing.

Where a warranty claim is justified, Philips will pay for freight expenses. Philips may charge Customer for returned Products that are not found to be defective or non-conforming together with the freight, testing and handling costs associated therewith.

This warranty shall be void in the event any repairs or alterations, not duly authorized by Philips in writing, are made to the Product by any person. The manufacturing date of the product has to be clearly readable. Philips reserves the right to make the final decision on the validity of any warranty claim.

This 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 or use in violation of any applicable standard, code or instructions for use, including and without limitation, those contained in the latest safety, industry and/or electrical standards for the relevant region(s).

This is a limited warranty and excludes, among other items, installation, providing access to products (scaffolding, lifts, etc.), and special, incidental and consequential damages (such as loss of revenue/profits, damage to property or other miscellaneous 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.

Philips will facilitate the technical resolution of problems. Complementary products are not covered under this warranty.

With respect to products sold to the Purchaser by Philips, but not bearing the Philips name or sub-brands, Philips 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 Purchaser upon request, but only to the extent permitted by law and relevant contracts, the warranties of the manufacturer of the relevant product.

Warranty claims will be handled by the Philips sales organizations in the specific country following the global/local RMA procedure. The defective drivers must be submitted for analysis to the local Philips office, when possible in the original application, to rule out lamp-driver or other interactions. The driver housing must be unopened and undamaged and the batch-and date code must be readable. In the event that the analysis demonstrates a material or production failure, Philips will also reimburse any freight costs. Statutory warranty claims are unaffected by this guarantee and shall apply independently and in parallel. Philips reserves the right to make the final decision on the validity of any warranty claim.

Upon request, Philips' representatives shall be allowed access to the defective Product, system or application/installation for verification of non-compliance.

Philips 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 (e.g. EN 50160 norms).

5. Scope of warranty services

Signify Scope of services shall be limited to table top inspection & replacement against defective Drivers, Ballast offered for Inspection

Any un-installation & re-installation for defective Drivers, Ballast, SPD from Luminaire or in field, is not in scope of Signify services. Customer has to offer all defectives in uninstalled conditions

Inspection frequency will be once per month & will be limited to Customer Point of Sale location only. Customer has to share common location where defective inspection shall be carried out

After Inspection, replacement will be against manufacturing defects only

Replacement against defectives will be limited to accepted quantity only

Any failure due to poor power conditions or poor Infra conditions i.e. driver failure due to application issue, shall not be covered under Warranty replacement

Any failure due to physical damage, wire cut or burnt, shall not be covered under Warranty replacement

No site visit will be done to check the failure reasons. Inspection & verification will be limited to Customer Point of Sale location only

In case of any conflict regarding nature of defect, reason of failure or reason of rejection, Signify Quality Team analysis report shall be referred

Customer has to ensure the compatibility of Signify Drivers with Customer designed SPD and LED board

Batch code printed on the Driver will be used as ref. for Warranty start date which will be limited up to Warranty period agreed in the contract

All defectives against which replacement is agreed shall be handed over back to Signify

Refer Philips LED Driver “Warranty Policy Terms & Conditions” applicable to any product sales