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# WARRANTY

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## Guarantee for Nordeon's LED luminaires

### Guarantee period

Nordeon offers a guarantee for products with a life expectancy  $\geq 50,000$  operating hours, with a time limit of 5 years and under the terms mentioned below. This guarantee includes LED modules, LED drivers and other LED components which are built-in in luminaires, for which the technical documentation addresses a life expectancy of  $\geq 50,000$  operating hours. Emergency batteries and other wearing parts are excluded from warranty. The warranty period starts with the date of installation, but no later than 3 months after delivery by Nordeon.

### Terms of guarantee

This guarantee is valid under the following terms and conditions:

- The products are used in accordance with the product information and application advice
- The product is not subject to any mechanical applied load outside of the specification
- Maintenance tasks, which may be necessary according to the technical specifications, product information and instructions for installation, are documented
- Limit values for temperatures and voltages are respected
- This guarantee only covers failure of products caused by material defects, engineering defects or manufacturing defects
- This guarantee only covers a failure rate higher than 0.2% per 1,000 operating hours of life expectancy. A loss of luminous flux up to 0.6% per 1,000 operating hours is normal and does not constitute a claim
- In case of replacement of LED modules, a deviation in light characteristics is possible due to the individual technical use of the luminaires and the technical progress in LED technology
- Life expectancy will be reached if the products are used in accordance with the technical specifications, product information and instructions for installation.
- This guarantee is valid for all deliveries after December 15, 2014
- This warranty is void if changes are made to lights and LED module modifications or repairs, without Nordeon's prior written approval
- This guarantee will not apply if any technical modifications are made without Nordeon's written consent
- Nordeon is not liable for power supply conditions, including short-term spikes defined outside the specified limits of the product, or the limits required by the existing delivery standards (eg. EN 50160).

### Guarantee performance

Nordeon will repair the defect components, credit the defect components or replace the product in case of product failure under the above mentioned guarantee terms. If the affected products could not to be replaced, for example, because of expired production, then Nordeon would reserve the right to either refund the purchase price, or to deliver a comparable product (which may vary slightly in design and product specification) as a replacement. Additional costs (e.g. demounting, freight for defect components or luminaires, disposal, mounting, ride time, tools for lifting and scaffolding) or other costs resulting from a breakdown of the installation or costs in relation to consequential damage do not form part of this guarantee.

Nordeon will honour this guarantee for as long as the guarantee period for the first delivery of the product has not expired. Nordeon will gain the ownership of all products or components passed back to Nordeon under this guarantee.

### Assert of claims

The guarantee under the above mentioned terms and performance can be claimed by anyone in ownership of the LED luminaires and the related sales documents, if the products are installed in Europe.

The guarantee claim has to be registered in writing immediately after a defect at Nordeon GmbH, Germany. Nordeon reserves the right to check the validity of the guarantee claim under the guarantee conditions.

This guarantee will not limit the contractual or legal rights of a buyer, which can be exercised against his supplier or a manufacturer.

This guarantee only applies to products sold in Europe.

Other conditions may apply in other regions.

A buyer is automatically entitled to the above mentioned "guarantee". On request, after evaluation of the specific conditions, an "extended warranty" or a "custom-built project guarantee" can be agreed on.

Merchandise (purchased products sold under a foreign label) are excluded from this warranty.