



A BRAND OF TARGETTI POULSEN GROUP

## Led Warranty Policy terms and conditions

### 1. Introduction

1.1 Duralamp S.p.A. (hereinafter “*Duralamp*”) warranty (hereinafter “*Warranty*”) is applicable and it refers to exclusively LED Lamps, LED module and LED fixture (hereinafter the “*Products*”) which are used and installed in accordance with the technical specifications provided for in the relative specification sheet for installation, use and maintenance, and provided that the Products are correctly installed and tested upon completion of the installment operations in compliance with the specifications sheet (see [www.duralamp.it](http://www.duralamp.it) , specific product data sheet) and the applicable national standards provisions.

1.2 Provided the above, operating condition, limits and environmental condition referred to in specification sheet should be respected and otherwise the Warranty shall be considered null and void by Duralamp. The Products shouldn’t be stressed over the mechanical limits applicable to the standard expected use.

1.3 In addition to the above, please be aware that Duralamp Products Warranty shall not be applicable should the Products be used out of each rated value as indicated on the relevant label or with drivers or devices not listed “*as compatible and/or compliant*” with the related IEC standards.

### 2. General terms

2.1 Duralamp warrants and declares that its Products are free from defects in materials and workmanship.

Duralamp states that the warranty period shall start from the delivery date of the Products to initial Customer’s specified location; provided the above, should not be possible to indicate and/or identify correctively the delivery date, it is agreed that the following Warranty shall be start from the invoice date issued to the initial Customer . Please for any Warranty periods for each Products refers to *Annex B* “Warranty Ranking”.

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2.2 In accordance with the Terms and Conditions set forth in paragraph 3 below, should a Product reveal any failure during the specified Warranty period under the recommended operation condition (paragraph. 3.3 below), Customers should activate the RMA procedure according to the provisions specified in paragraph 8 below.

2.3 Please note that should the allegedly defected Product be discontinued, Duralamp, at its own discretion, will supply and/or replace the defected Products with a new Products and/or with an updated version of the product backward compatible with the defected Products, consistently with the technological progress intercourse from the timing of the original supply.

### 3. Terms and conditions

3.1 The Warranty will be null and void and therefore shall not be applicable to any Products in case of failures related to and involving (i) root causes such as improper wiring or (ii) installation (by any third party other than Duralamp, Customer, or an authorized contractor appointed by the Customer) (iii) failure associated with a Driver unit, dimmers or other electronic devices operating outside of electrical values recommend and approved by Duralamp specifications sheet and (iv) inappropriate use and selection of power supply.

3.2 The Warranty does not apply to any abnormal use or use in violation of any applicable standard, Legislative Decree or electrical code or instructions for use and installations including, without limitation, those contained in the latest Standards for safety of Underwriters Laboratory, Inc. (UL), or Canadian Standards Association (CSA), or Federal Communications Commission (FCC), or Standards for the American National Standards Institute (ANSI), or Standards for the Conformity to European(CE) or standard of Chinese Republic (CQC and CCC), SAA (Australian Market), SASO (Saudi Arabian Kingdom Standards) and other specific regulation applied in the related countries in which the Products will be sold.

3.3 The Warranty shall not be applicable and enforceable in the event of conditions demonstrating abnormal use or stress, including under/over voltage/current conditions, surge exceeded by the standards value and duration, excessive switching cycles or operating hours or outside the recommended operating conditions specified

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### 3.3.1 Recommended operating Conditions

- Warranty Period is based on typical 8,760 hr./yr  
Operation on a continuous burning cycle of 24 (twenty four) hours
- Environment: 25(twenty five)°C ambient temperature
- Fittings should grant the necessary airflow for the natural cooling of the lamps/modules  
Excessive overheating could impair with the depreciation of the flux and the lifetime
- The air circulation should be grant by a minimum gap between the fixture housing and the modules/lamps in order to guarantee in the normal working condition a maximum temperature of lamps body's not exceeding 65(sixty five)°C.
- Operate at rated AC/DC Voltage or DC Constant Current
- Main Input voltage for driver not exceeded +/- 10% the rated value
- Main supply Surge less then (IEC 61000-4-5 last edition):
  - 1000 V between line ad neutral (L e N)
  - 2000 V between each line ad PE (L e PE, N e PE).
- Products must be assembled in a suitable environment for ESD/EOS standard:
  - Electrostatic Max  $\pm$  2KV
  - Ground Resistance of the installation plant Max 10 $\Omega$ ;
  - Wrist Strap (Earth-Ring)
  - AC Leak less than 5Vac.
- Products must be grounded when in use if prescribed by the spec sheet
- LED Products rated 12V or CC current must be used with Electronic Stabilizers or Ballast in the compatible list provided to Customer by Duralamp.
- Fixtures should be installed as prescribed in the related installation sheet according to the regulation and standards in force in the installation country



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#### 4. Warranty exclusion

4.1 The following Warranty shall be applicable only to faults caused by proved defects in material, design or production, and if the failure rates are higher than the nominal declared failure rate\* ( 0,2% each 1000h) as better described in *Annex B* “Warranty Ranking”.

4.2 Moreover, this Warranty shall not be applicable to :

- any associated costs that is related to repairing the defects (i.e. such as those costs for assembly and disassembly activities, products transportation costs with manufacturing defects or new and repaired Products, disposal, *per diem*, travel, lifting for installation, scaffolding), said costs and expenses shall be borne by the Customer;
- parts exposed to wear and tear, such as light sources (excluding LED), batteries and mechanical parts exposed to usury, as well as software defects, bugs or viruses;
- Any driver or power supplied not included or provided by Duralamp for the correct operation of the lamps.
- Special project (better/worst condition) approved by Duralamp under specific request submitted by Customer, for which will be issued a special warranty condition using Annex “A”

*\* the failure rate is defined by UNI 10147 as the ratio between the numbers of possible fault on the products installed after a certain time (hours) and the total amount of installed products that have no fault.*

#### 5. Particular LED lamps condition

5.1 Additional information for LED products:

Any Warranty condition are referred and shall be applicable only to a death rate upper than the nominal failure rate declared for each product in the *Annex B* “Warranty Ranking”

5.2 Due the technical development of LED chip and the depreciation of the installed Product , in case of future and additional supply in an existent installation of new lamps, it is feasible to predict that the last version and/or generation of LED lamps might have a different appearance concerning the lighting features and external shape.



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## 6. Defective criteria

6.1 As a standard procedure, Duralamp will examine all returned allegedly defected Products against each specification provided for in the Product Specification document and Duralamp will evaluate and establish if such Product has a defect and therefore any applicable the remedies according to this Warranty.

6.2 Should the testing values fall outside of the lower and upper limits of the specification, the Product shall be determined to be defective. Alternatively should all the values be within the limits of every specification, the Product shall not be considered defected and therefore the following Warranty shall not be applicable.

## 7. Warranty service

Customer's warranty claims hereunder can be served only by notifying Duralamp by email or fax to the following addresses:

E-mail : [warranty@duralamp.it](mailto:warranty@duralamp.it)

FAX. +39 0558953032

Should the Customer have some enquiries whether the following Warranty policy shall be applicable, Duralamp suggests and encourages the Customer to contact Duralamp's office for assistance.

## 8. RMA [Return Merchandise Authorization] procedure

8.1 After properly serving the Warranty claim, Customer, at its own cost, shall promptly return the Products in accordance with instructions received from Duralamp. Please note that One RMA number should be used for each RMA.

Customer's failure to comply with Duralamp's instructions might void the Warranty.

8.2 Duralamp will issue a Failure Analysis (FA) report within 3(three) weeks from receiving the allegedly defected Products and a Corrective Action (CA) report within 30(thirty) business days from receiving the Products. Should DURALAMP verify that the Products are defective, Duralamp shall replace the defected Products (and/or components/parts).

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8.3 Please be aware that Duralamp shall have the defective component(s) returned for its internal evaluation and therefore Duralamp's Warranty shall be void in case the defective components will not be returned to Duralamp and/or in case the returned components are severely damaged and impossible for Duralamp to perform any technical analysis and evaluation.

**9. Limits of liability**

The foregoing shall constitute the exclusive remedy for the Customer and the sole Duralamp's liability for the Products as defined herein.

No warranty of merchantability or fitness for a particular purpose is made or is to be implied. In no event shall Duralamp be liable for any other costs or damages, including, without limitation, lost profits or revenues, incidental, special or consequential damages.

IN WITNESS WHEREOF, Duralamp and Customer have executed this Warranty by their duly authorized officers as of the date stated below:

**DURALAMP**

Duralamp s.p.a

By: Duralamp s.p.a.

Name: Massimo Degara

Title: Managing Director

Place and Date: Campi Bisenzio