

Guarantee Conditions of LEDVANCE GmbH for LED Luminaires towards Entrepreneurs

(valid for guarantee products purchased by the guarantee beneficiary before July 1st, 2019)

The following guarantee conditions apply exclusively to guarantee products purchased by the guarantee beneficiary before July 1st, 2019:

1. Guarantee Period and Products

LEDVANCE offers a guarantee for its following LED Luminaires for a period of five years:

Downlight ALU, SLIM ALU & DALI, Downlight Comfort, Spot Fix and Adjust, Spot Fireproof IP65, Spot Vario and Multi, Track Spot, Linear IndiviLED (all types excl. Emergency), Linear Compact, Linear Ultra Output, Panel all types, incl. DALI, Surface Compact IK10, TRUSYS Trunking System, Damp Proof, Compact, DALI, High Bay, Flood 90W, 135W, 150W, 180W, 200W, Outdoor

Moreover, LEDVANCE offers a guarantee for its following LED Luminaires for a period of three years:

Downlight SLIM, Panel LED Value, Surface Circular, Damp Proof Slim Value, Flood Light 10W, 20W, 50W, Linear Housing, All Emergency Lighting

2. Conditions

- No registration is required.
- The Guarantee period starts from the invoice date of the end user but in no case later than 6 months after production date and is based on a usage of max. 4,000 hours/year.
- The granted guarantee only covers LEDVANCE luminaires and accessories as delivered in the original LEDVANCE packaging
- The Guarantee only applies when the luminaires are used within the allowed specifications (according to the datasheet) and if the luminaires have been installed, put into operation and used professionally (according to the enclosed user instruction). Limits of temperature values (reference temperatures at the luminaires), switching cycles and voltage values may not be exceeded.
- The Guarantee applies only in case of a total failure exceeding the standard failure rate of 0.2% per 1000 operating hours
- LEDVANCE reserves the right to decide on the validity of a Guarantee claim. For this purpose, the customer must return any defective luminaires, with sufficient postage, for analysis (enclosing a copy of the delivery note or the invoice).
- In case of complete failure (not only failure of single chips) exceeding the standard failure rate, LEDVANCE will replace these luminaires free-of-charge or issue a credit note for luminaires which have demonstrably failed due to a material or manufacturing error during the Guarantee period. Other claims like including without limitation labor costs, compensation of damages or lost profit are not covered under this guarantee.
- Due to both technical improvements and change of the luminous flux of the products during standard use, there can be variations for the specifications of the replacement compared to the original product.
- Statutory guarantee claims shall not be affected by this Guarantee and shall apply independent from and in parallel.
- This Guarantee only applies in the EU. Guarantee claims will be handled by the local LEDVANCE office in the relevant country.
- To start the claims process please start [here](#)