

Climar
L I G H T I N G

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LIGHTING

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Guarantee Conditions

WWW.CLIMARLIGHTING.COM

Guarantee Conditions

The Guarantee Conditions described below apply to products – light fittings and parts – manufactured and marketed by Climar, Industria de Iluminação, S.A., with head office at Rua Estrada Real, 50, 3750 – 866 Borralha, Águeda, Portugal.

A – SCOPE

1. This guarantee applies to:

- Manufacturing non-compliances resulting in failures or malfunctions;
- Products installed correctly and used according to the instructions provided and applicable law;
- Reference ambient temperature of 25°C.

B – GUARANTEE PERIOD

1. The guarantee period starts on the date of issuing of the respective invoice;

2. The guarantee period is:



- 5 (five)^{a)} years for products equipped with LED components (PCB/COB and SMD) and T5 (G5) lamp products;



- 3 (three)^{a)} years for outdoor light fittings, LED lamps, flexible LED PCBs, power sources and batteries;

C – GUARANTEE CONDITIONS

1. The products must only be used with Power Sources supplied by *Climar*;

2. For products equipped with LED components (PCB/COB and SMD):

- The LED guarantee covers only failure rates exceeding the nominal failure rate;
- For products with a useful life of 50,000 hours, the nominal failure rate is 0.2% per 1,000 hours of operation;
- For products with a useful life of 30,000 hours, the nominal failure rate is 0.3% per 1,000 hours of operation;
- Product operation should not exceed 5,000 hours per year;
- Should any LED modules be replaced during the guarantee period, noticeable differences in photometric properties, brightness and colour temperature between existing and new light fittings may occur.

3. The Customer shall be liable for defective product disassembly, reassembly and transport costs;

4. Normal wear and tear of all materials, taking use conditions, exposure to UV radiation, cleaning products, humidity and temperature variations into account, is not considered a fault or defect;

5. Due to the LED manufacturing method, slight shade and brightness differences may be noticeable within the same MacAdam Ellipse particularly in cool white and warm white colors;

6. The following are not covered by this guarantee:
 - Consumables (lamps, starters and batteries) and any products not supplied by Climar;
 - Any alterations performed by third parties.
7. Coverage may be subject to expert evaluation, in order to determine the causes of the failure in question;
8. A written communication and the purchase receipt are required in order to use this guarantee;
9. *Climar, S.A.* reserves the right to verify whether all guarantee conditions are fulfilled and to use all necessary and adequate means to perform this verification.

^{a)} General guarantee period. For products with different guarantee periods, the latter will be indicated in the technical specifications and shall supersede the general guarantee period.

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