

General Warranty Conditions

LAMP S.A. guarantees the working order of each and every one of its products against any defect in materials or workmanship used in the manufacturing thereof. The commercial warranty offered by LAMP S.A. is an extension of the 6 month mandatory legal warranty (Law 23/2003) and is specified as follows:

The warranty period is extended to FIVE (5) years for LED products that have a “5 year warranty” designation on the data sheet and a period of TWO (2) years for all other standard and special products, starting from the date of delivery.

Likewise, the warranty period for repairs or replacement of LAMP S.A. products is extended to 2 or 5 years in this extension of the Legal Warranty. This LAMP S.A. warranty covers all Spanish and international territories.

The corresponding claim must be submitted in writing to our commercial department in order to put said warranty into effect.

Our Warranty covers the repair, replacement or exchange of the product and/or its components free of charge to the customer, excluding workmanship and transportation costs resulting from the fulfillment of the warranty.

1. The Warranty applies:

- a) If the products are used in accordance with the established technical specifications, which apply to both the product and use of same.
- b) To the luminous performance of the product during the warranty period. During said warranty period:
 - a. The luminous flux for LED products shall be maintained in accordance with the technical information provided in the data sheet (L80, L70, etc.), allowing a tolerance of 5%.
 - b. The color uniformity of LED products shall be assigned using “the number of MacAdam ellipses” provided on the data sheet.
- c) If the maximum use for outdoor products is 4,000 hours in an average year, and said outdoor products are used in compliance with the technical specifications and installation instructions.

**Official photometric measurements shall only be carried out by LAMP S.A. or by an accredited laboratory accepted by both parties, in accordance with the protocol established by LAMP S.A.*

- d) If the product has been functioning in room temperatures ranging from -20° C to 30° C.

**For room temperature ranges different from those established in point d) of this warranty, LAMP S.A. shall be informed in writing prior to the request and will subsequently indicate the viability and procedures to keep in mind.*

- e) If the installation and/or assembly of the product has been performed by specialized technical personnel according to the instructions that accompany the product;
- f) If the product has not been exposed to mechanical loads that do not comply with its intended use;
- g) Regarding electronic equipment, if the product has been installed with bulbs that comply with the corresponding IEC specifications, effective at the time of purchase;
- h) If the Customer maintains the defective product in its current condition (including the bulb) during the time needed for **LAMP S.A.** to carry out necessary testing related to the defects/flaws found.
- i) If the defect, having been duly specified and tested in its nature and entity, has been communicated in writing by the customer to **LAMP S.A.** within a maximum of sixty (60) days after its discovery.
- j) If the customer has regularly paid for the product, in compliance with the payment conditions agreed upon in the sales contract.
- k) If neither the product nor any of its parts have been repaired, replaced, adjusted, stamped or modified by the customer or any other person without prior written authorization from LAMP S.A.

2. The Warranty shall not be valid in relation to:

- a) Product defects resulting from events which are unforeseen, unpredictable, accidental and/or caused by a force of nature (including electric shock and lightning), unless the manufacturing process of the product is the cause of same.
**If the product is installed in a corrosive environment, close to the sea or in a chemical environment, LAMP S.A. shall be informed in advance in writing, and will subsequently indicate precautions to keep in mind, as well as periodic maintenance procedures.*

- b)** Defects resulting from electric shocks with intensity or duration higher than:
 - a. 1000 V between conductor and conductor (L and N)
 - b. 1500 V between conductor and ground (L and PE, N and PE)
 - c. The intensity or duration established in IEC standard 61000-4-5:2005-11.
- c)** Expenses resulting from the repair of the defect (for example, expenses incurred for assembly and disassembly, expenses incurred for the transportation of the defective product and of the repaired or new product, disposal costs, meals and accommodation costs, lifting devices or scaffolding) the customer shall bear the cost of said expenses;
- d)** Parts subject to wear, such as bulbs, software defects, bugs or viruses.
- e)** Sudden failure equal to or less than ten percent (10%) of the total number of LED semiconductors (rounded to the closest unit) of a product during the warranty period.
- f)** Sudden failure of equal to or less than five percent (5%) of the total number of LED light Drivers (rounded to the closest unit) of a product during the warranty period.
- g)** Additional control systems that are not provided by LAMP S.A., such as remote management systems.
- h)** Pieces, elements and accessories added to the product that are not provided by LAMP S.A. after said product's delivery.
- i)** Normal wear of the product.

If the Products present defects covered by this Warranty statement, and providing that the established conditions have been verified, LAMP S.A. shall proceed at its discretion to:

- a. Repair the product at LAMP facilities
 - b. Request a new customer order to replace the damaged one, and proceed to credit it after receiving and verifying the defective products, after its analysis.
- In any case, the shipment of products to LAMP S.A. will be paid by the customer.

The repair or replacement will always be with the same or equivalent products, in accordance with the technological advances that have taken place since the production of the original products.

The Customer shall not have any other right to claim against **LAMP S.A.** related to the defective product. In particular, LAMP S.A. shall not be responsible for any costs related to the maintenance of the defective/flawed product, nor any other compensation or repair of damages. Likewise the customer shall not have the right to claim and/or seek deferment of payment, reductions in price or termination of the supply contract.

Definitions:

Fault: *Damage or imperfection that impedes the operation of an appliance.*

Lifetime: *The value expressed on the product's data sheet shall be considered the Lifetime. In this section, the number of lifetime hours, as well as the % of luminous flux maintenance shall be specified. For example, "50,000 hours L80." This states that after 50,000 hours of use, the lumen flux shall be maintained at around 80%.*

LAMP S.A.

