

## LED Fixtures General Warranty Conditions

1. These conditions apply to all TUNGSRAM LED Fixtures (hereinafter referred to as **"Products"**) sold to Customers within Europe, Middle East and Africa by Tungsrám Operations Kft or any other Tungsrám entity that is involved in the Lighting sub-business division of Tungsrám and located in Europe, Middle East or Africa (hereinafter: **"Tungsrám Operations"**).
2. These Warranty conditions apply to those users of the Products that received these Warranty Conditions directly from Tungsrám Operations from January 1<sup>st</sup>, 2020.
3. Tungsrám Operations confirms that the Products comply with the relevant IEC standards, and are in accordance with the specifications set out in the Tungsrám - Specification sheets and in the relevant Technical Datasheets.
4. The Warranty Period is defined by Product Lifetime and Burning Hours. Warranty commences from date of installation, or date of delivery to Customer plus 30 (thirty) days, whichever expires earlier.

Warranty Period
10 years/max. 54.000 hours of operation warranty (whichever occurs sooner) for FiaLUX product range.
5 years/max. 20.000 hours of operation warranty (whichever occurs sooner) for all fixtures with rated life of 50,000 hours or more.
3 years/max. 12.000 hours of operation warranty (whichever occurs sooner) for all fixtures with rated life less than 50,000 hours.

5. The Customer must notify Tungsrám Operations immediately and in any event within 30 days of discovering the failure of the Product, informing Tungsrám Operations on such data and circumstances as specified in Section 9 below, and upon request from Tungsrám Operations present the following documents:
  - a. proof of purchase
  - b. records of operating history
  - c. proof or receipt of these Warranty Conditions directly from Tungsrám Operations.
6. Failure to inform Tungsrám Operations within the 30-days deadline set out in Section 5 above cancels the warranty.
7. Tungsrám Operations shall not be liable for any defective Product that has not been installed or used in accordance with the product's Installation Guide or the product's datasheet.
8. The Product must have been properly installed according to specified restrictions on type of luminaire;
  - a. The Product must have been operated in environmental conditions which are within the specified operating range of the Product, including but not limited to temperature, humidity and air movement;
  - b. Compatibility of any Products with Dimmers or Transformers/Drivers, is the responsibility of the Customer to determine, unless Tungsrám Operations approved controls are used. Tungsrám Operations does not warrant the suitability of a Product for any particular application or use in any particular equipment.

9. If the Customer wishes to bring a claim against Tungsram Operations under these conditions, it must notify Tungsram Operations Product Service Organisation in writing at the contact coordinates written in Section 10 below, using the current Tungsram User complaint form - specifying the following information:
- a. Precise details of the defects in the Product (failure mode description);
  - b. Product type;
  - c. Date code;
  - d. Date installed;
  - e. Total number of fixtures installed;
  - f. Hours burned;
  - g. Number of defective fixtures;
  - h. Date failed;
  - i. Switching cycle;
  - j. Conditions at the installation including supply voltage, type of LED transformer/driver if used, type of luminaire, location of installation;
  - k. Contact details for Customer.

10. The contact details of Tungsram Operations Product Service Organisation are the following:

Tungsram Operations, Product Services Organisation, Building 70, Váci út 77, 1044 Budapest, HUNGARY

11. On receipt of written notification of a defective Product, Tungsram Operations will investigate the validity of the complaint. Tungsram Operations shall (at its discretion) be entitled to examine all or only samples of the failed Product to determine the cause of failure and to inspect the luminaires and installation relating to the Product which are the subject of the claim, including attending at the premises of the Customer where the Products are installed. Proof of purchase and records of operating history should be kept and made available for inspection, failure to provide these may invalidate any Warranty.
12. Notwithstanding any other statement herein, Tungsram Operations' undertaking to replace defective Products in accordance with these conditions shall not apply to:
- failure caused by incorrect installation;
  - fluctuation in the supply voltage greater than  $230V \pm 10\%$ ;
  - failure caused by exposure to excessive physical force, vibration or direct contact from water droplets;
  - cases where any of those in item 5 has not been observed
13. Subject to these conditions Tungsram Operations' sole obligation hereunder shall be, at Tungsram Operations' discretion, to
- Provide replacements for defective Products of the same specification or in the case of obsolete products with comparable alternative Products in Tungsram Operations' reasonable opinion, or
  - Issue a credit note to the value of the Products' net sales price pro-rated to the unmet Warranty Period.
- Tungsram Operations shall have no liability for any labour, installation or other costs related to Product replacement, which may be incurred by Customer, unless expressly otherwise provided for in these Warranty Conditions. Further, Tungsram Operations shall have no liability for any indirect or consequential damage.
14. This Warranty shall not be assigned, transferred or vested into any third party.

On behalf of Tungsram Operations

# Appendix

## 10 years/max. or 54,000 hours of operation warranty (whichever occurs sooner)

Range	TUNGSRAM	Hours	L/B life @ 25°C
FiaLUX	FiaLUX xxx	54,000	L80/B10

## 5 years/max. or 30,000 hours of operation warranty (whichever occurs sooner)

Range	TUNGSRAM	Hours	L/B life @ 25°C
Tubular Linear	LED Tubular TU xx	100,000	L70/B50
Linear Indirect	TU LINEAR INDIRECT xx	75,000	L90/B50
Premium Sensor Mariner	TUNG Mariner PR xxxx PIR	98,000	L80/B20

## 5 years/max. or 20,000 hours of operation warranty (whichever occurs sooner)

Range	TUNGSRAM	Hours	L/B life @ 25°C
Integrated Bulkhead G1 / Static, Sensor	LED Bulkhead G1 TU xx	60,000	L80/B50
Integrated Bulkhead G2 / Static, Sensor	LED Bulkhead G2 TU xx	60,000	L80/B10
Edgelit Premium Panel	LED Panel P1 TU xx	50,000	L80/B10
Edgelit Premium Panel	Tung Panel P xx	50,000	L80/B20
Edgelit Standard Panel	Tung Panel S xx	50,000	L80/B50
Integrated Mariner Premium G1 / Static, DALI	LED Mariner PR G1 xx	50,000	L80/B50
Integrated Mariner Premium G2 / Static, DALI	LED Mariner PR G2 xx	72,000	L80/B20
Mariner Clip G1	Tung Mariner CL G1 xx	50,000	L80/B10
Integrated Mariner UK	LED Mariner UK G1 xx	50,000	L70/B50
Torofi	Torofi xx	65,000	L70/B50
SwiftLUX	Swiftlux G1 xx	50,000	L80/B20
Floodlight G1	LED Flood G1 TU xx	50,000	L80/B10
Floodlight G3	LED Flood G3 TU xx	50,000	L80/B10
Slim Downlight Premium	LED DLR SLIM P1 xx	50,000	L70/B50
Tudolio	TUD XX	65,000	L70/B50
Diffuser Downlighter IP44	LED Downlight D1 TU xx	50,000	L70/B50
Downlight COB IP54 UGR <19	LED DLR G1 xx	50,000	L80/B50
Downlight Adjustable/Scoop	LED Scoop xx	50,000	L70/B50
Surface mount downlighter	LED Downlight SM xx	50,000	L70/B50
Trackspot ADV	LED Track Spot ADV xx	50,000	L80/B50
Trackspot LUX	LED Track Spot LUX xx	50,000	L80/B50
Multigimbal	LED Gimbal xx	50,000	L70/B50
Pendant	LED Pendant TU xx	50,000	L70/B50
Diffuser Downlighter IP20	LED DLR Diff P1 xx	45,000	L70/B50
T5 Batten Switch	LED Batten G1 TU IP20 xx	50,000	L70/B50

**3 years/max. or 12,000 hours of operation warranty (whichever occurs sooner)**

Range	TUNGSRAM	Hours	L/B life @ 25°C
Batten IP65	LED Batten TU xx	40,000	L70/B50
Edgelit ECO G2 Panel	LED Panel S2 TU xx	30,000	L70/B50
Edgelit Panel E 36W	Tung Panel E xx	30,000	L70/B50
Recessed Spotlight 6W	LED Spotlight G1 TU xx6Wxx	30,000	L70/B50
LED Mariner Start	LED MARINER ST G1 xx	30,000	L70/B50
Fireproof Downlight	Fireproof Downlight xx	30,000	L70/B50
Backlit G1 Panel	LED Panel B1 TU xx	25,000	L70/B50
Slim Downlight Start	LED DLR SLIM S1 xx	25,000	L70/B50
Downlight Start G2	LED Downlight Start TU G2 xx	25,000	L70/B50
Ceiling Light IP20	LED Ceiling G1 TU xx	25,000	L70/B50
Floodlight G2 ECO	LED Flood G2 TU xx	25,000	L70/B50
Recessed Spotlight 5W	LED Spotlight G1 TU xx5Wxx	20,000	L70/B50

**Integrated EM solutions: 5yrs warranty on fixtures, 3yrs warranty on EM driver and 1yr warranty on battery**

Range	TUNGSRAM	Hours	L/B life @ 25°C
Integrated Bulkhead / Emergency	LED Bulkhead G1 TU xx EMN/EMM	60,000	L70/B50
Integrated Mariner Premium / Emergency	LED Mariner PR G1 xx SEM	50,000	L80/B50

**5yrs warranty - Emergency products, Sensor**

Range	TUNGSRAM	Hours	L/B life @ 25°C
Emergency Converter Kit	Emergency Kit xx	45,000	L70B50
Emergency Downlight	Emergency Downlight xx	n/a	n/a
Emergency Exit Signs	Emergency Exit xx	50,000	L70B50
PIR Sensor	Tung PIR Sensor	n/a	n/a