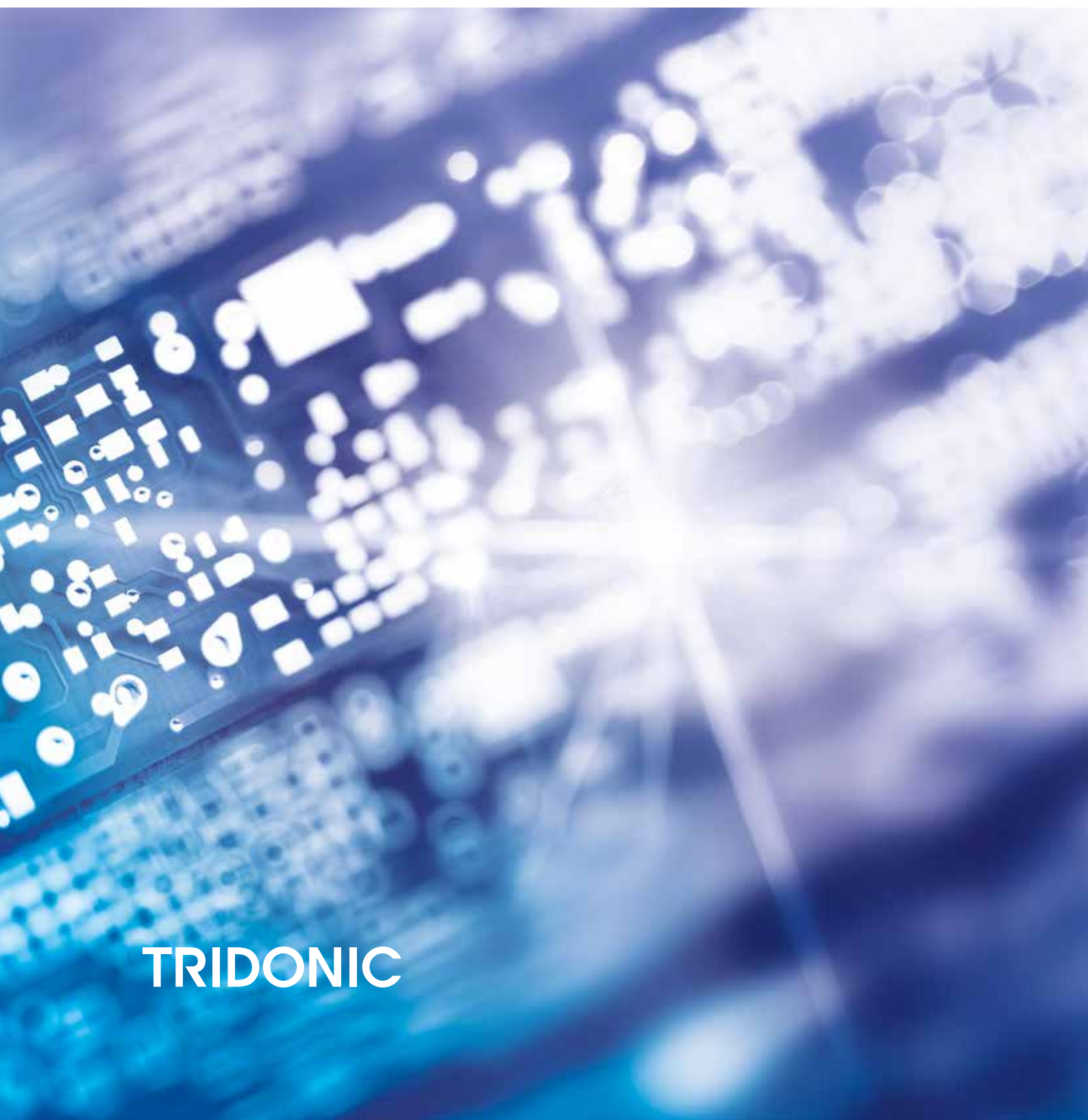


2016

Guarantee conditions



TRIDONIC

Tridonic guarantee conditions

Security and reliability for years to come

Tridonic stands for high quality products and services. Guarantee for lighting components, lighting management systems and LED-modules and -systems exceeds usual legal guarantee.

Tridonic offers a 5-year guarantee on all devices with a rated life of at least 50,000 hours of operation. A guarantee of 3 years is offered on devices with a rated life of less than 50,000 hours of operation. For all rechargeable emergency batteries Tridonic offers a 1-year guarantee.

1. Products

This guarantee applies to all electronic control gears supplied by Tridonic (electronic ballasts for fluorescent lamps, electronic ballasts for HID lamps, electronic transformers, ignitors, emergency lighting units, LED drivers for LED light sources), LED light sources as well as rechargeable emergency batteries.

2. Duration of the guarantee

The guarantee period for Tridonic products is 1, 3, 5 or 8 years.

Limited guarantee

For products with a physical rated life of less than 50,000 hours of operation, Tridonic offers a guarantee for a period of 3 years under the following conditions. To ensure that the product guarantee matches the guarantee offered by the luminaire manufacturer, the guarantee is extended by a further 6 months from the date of manufacture indicated on the product, up to a maximum of 42 months from the date of manufacture.

Batteries guarantee

For rechargeable emergency batteries with a physical rated life of ≥ 4 years of operation, Tridonic offers a guarantee for a period of 12 months after delivery.

Basic guarantee

For products with a physical rated life of 50,000 hours of operation or more, Tridonic offers a guarantee for a period of 5 years under the following conditions. To ensure that the product guarantee matches the guarantee offered by the luminaire manufacturer, the guarantee is extended by a further 6 months from the date of manufacture indicated on the product, up to a maximum of 66 months from the date of manufacture.

Extended guarantee for special applications in industrial lighting

Tridonic provides an extended eight-year guarantee for selected LED components (LED light sources, LED Drivers) and ballasts designed for special industrial lighting applications. This guarantee period becomes possible because we assemble selected components and durable, robust materials in these solutions for industrial applications. We carry out extended tests, thereby providing valid data regarding service life and long-term robustness – a solid, reliable basis. The extended guarantee is noted in the respective data sheet.

3. Guarantee conditions

The guarantee offered by Tridonic is valid under the following conditions:

- The products from Tridonic must be used in accordance with the relevant product and application specifications. Limit values for temperatures and voltages must not be exceeded and the product not exposed to any mechanical stresses.
- The guarantee for electronic operating devices applies only if the product is installed with lamps that comply with the relevant IEC specifications.
- The guarantee covers solely product failures caused by material, design or production faults and failure rates that exceed the rated failure rate. The rated life and rated failure rate of a device are considered to be the values defined in the technical documentation.
- Tridonic cannot be held liable for electrical supply conditions, including supply spikes, over-voltage/under-voltage and Ripple Current control systems that are beyond the specified limits of the products and those defined by relevant supply standards (e.g. EN 50160 norms).

4. Execution of the guarantee

In the event of failures exceeding the nominal failure rate, Tridonic on its sole discretion might decide to repair defective components or products, supply adequate products as replacement or reimburse products to original customers. The customers or end customers bear the costs for demounting and remounting as well as for sending in and returning products. Any other costs, e.g. replacement costs upon installation, costs caused from failures of the installation or other damage and/or consequential damage are not covered by this guarantee.

The indicated lifetime is achieved by operating lighting components according to the conditions specified by the manufacturers, to the relevant international standards and in accordance with local regulations. All electronic products having an expected failure rate require continuous monitoring, which must be documented in writing.

In view of the statistical failure rate of electronic products, installations with electronic operating devices, rechargeable emergency batteries and LED light sources require regular maintenance. The products must therefore be easy to access at all times. When installing the products, the requirements of easy maintenance must therefore be taken into consideration to keep maintenance costs down. If simple replacement is not carried out in good time, the end customer must be informed of the additional costs that may arise in connection with standard maintenance. In designing and installing luminaries, it should be remembered that the controller, ballast, rechargeable emergency batteries and/or LED light source may have to be replaced before the luminaire comes to the end of its life.

Additional Information for LED modules

The guarantee conditions relate exclusively to mortality beyond the nominal failure rate. In view of technical advances and the changes in the luminous flux of products depending on their usage there may be differences in the photometric properties between replacement or additional LED modules and the original products.

5. Utilisation of the Guarantee

The guarantee has to be claimed immediately by returning the defective product in order to check the validity of the claim.

6. Applicable Law

See the conditions supplied with the invoice.

The Light

Into a networked future with light.

Tridonic is paving the way for networking. We will show you how you can develop smart luminaires based on our intelligent technologies, and improve your business at the same time. Our 1,700 experts are working on five continents to set new standards in intelligent networked lighting and exploit the opportunities that the Internet of Things offers for the lighting industry. In addition to our component solutions we offer a new LED system platform which can take far beyond mere illumination.

We are taking light into a networked future. Come with us on this journey.

Supporting information and instruments:



LED solutions
product catalogue



Data sheets at
www.tridonic.com,
under "Technical data"



Product Solutions App
productsolutions.tridonic.com



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Light you want to follow.

