

# LED LUMINAIRES GUARANTEE CONDITIONS

A professional lighting specialist, **TRATO offers a guarantee of up to 5 years on its own-brand LED luminaires from 1st January 2012.**

With the LED luminaires guarantee, TRATO emphasises its role as a pioneer in the field of innovation, design and quality.

## 1. PURPOSE

This guarantee applies only to TRATO brand LED luminaires sold by TRATO Industries. This guarantee is part of the general terms of sale of the Group TRATO-TLV.

## 2. CONDITIONS

In accordance with the provisions set out in the table below, TRATO guarantees its LED luminaires for a period of up to 5 years from the date of the invoice.

The guarantee applies only on the condition that the LED luminaires are used in accordance with the given product and usage specifications and that they are professionally installed and brought into service (in compliance with the assembly instructions attached to the luminaire).

Therefore, subject to compliance with the provisions set out below, any operating fault resulting from a design, material or manufacturing defect, gives the buyer the right to a refund, exchange or free repair of the defective luminaires within a reasonable time frame and at TRATO's discretion.

However, the buyer must cover the cost and risk of transporting, dismantling and re-assembling the LED luminaires concerned. The buyer must also cover the cost of repairs on site (employees, lift, equipment).

If TRATO has to replace a defective LED luminaire but is not in a position to do so because the particular fitting is no longer manufactured or available, TRATO reserves the right to replace the fitting with a similar model that may vary slightly in terms of design and specifications.

LED luminaires that are replaced under this guarantee are themselves guaranteed for the remaining initial guarantee period.

The customer is responsible for programming a lighting management system, which is not covered by this guarantee.

## 3. SPECIAL CONDITIONS

The guarantee period is based on a maximum operation of 4 000 hours per year.

It may be possible to agree an "extended guarantee" on request, following an evaluation of the specific conditions of application.

## 4. PROCEDURE

To take advantage of the guarantee, the buyer must:

- Inform TRATO in writing of any faults ascribed to the luminaire as soon as these faults appear and, at the latest, within 30 days of discovering the fault.
- Inform TRATO in writing of the installation date, the invoice date and the invoice number
- Specify the nature of the fault and the number of defective products
- Specify the conditions in which the product is used, the operating hours and the lighting cycles
- Not try to repair the fitting himself or have it repaired unless TRATO has given its written agreement
- Return the defective fitting for examination. If a non-compliance is discovered during the guarantee period, TRATO will exchange, repair or refund the cost of the fitting, having first assessed the validity of the request and if the fault or error may be ascribed to the fitting

## 5. LIMITATION OF LIABILITY

In no circumstances may TRATO be held liable for any indirect prejudice, foreseeable or not, such as loss of profit, production or earnings or commercial losses.

Contractual liability in respect of any other form of prejudice arising as a result of an order may in no circumstances exceed fifty (50) % of the total ex-VAT payments received by TRATO for the luminaires in question.

The guarantee does not cover damage caused by modifications to appliances.

## 6. RESTRICTIONS

The guarantee does not cover defects caused by a failure to follow the storage or installation instructions or by a cause unrelated to the luminaire (poor electrical installation, overload, lightning)

The luminaires sold by TRATO must be installed in a dry environment at an ambient temperature not exceeding 25°C. Any other form of use will not be covered by the guarantee.

The luminaires must be installed and brought into service by professionals, whose work must comply with the best professional practices and standards in force. TRATO may ask to see all documents showing evidence that the installation has been properly carried out (electricity plan, list of equipment used, periodic electrical installation verification report, etc.).

TRATO may not be held liable for the conditions relating to the electricity supply, including voltage peaks / underloads and fluctuating current linked to a management system that is not within the limits specified for the luminaire and those defined by the applicable standards (e.g. EN 50160 standards).

The guarantee conditions concern only the levels of loss exceeding the nominal failure rate mentioned in the table below.

No claims may be made under the guarantee for a drop in flux not exceeding the values set out in the table.

	LED luminaires powered by a converter (except led flex)	LED luminaires powered by a 230V supply / integrated converter, led-flex.	Luminaires based on a substitute LED bulb with a standard base.
Guarantee period	5 years*	2 years*	2 years*
Nominal failure rate	0.2% per 1 000 hours of operation	0.4% per 1 000 hours of operation	0.4% per 1 000 hours of operation
Nominal drop in flux	0.6% per 1 000 hours of operation	1.2% per 1 000 hours of operation	Depends on the bulb manufacturer's guarantee

\*See paragraph 3