

LED LUMINAIRE WARRANTY TERMS

Specialist in professional lighting, **TRATO offers a warranty of up to 5 years on its own-brand LED luminaires from 1 January 2012.**

With its LED luminaire warranty, TRATO underlines its pioneering role in the fields of innovation, design and quality.

1. SCOPE

This warranty applies solely to TRATO-brand LED luminaires sold by TRATO Industries. This warranty forms part of the TRATO-TLV Group General Terms and Conditions of Sale.

2. CONDITIONS

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

The warranty applies only provided that the LED luminaires are used in accordance with the stated product and operating specifications and are professionally installed and commissioned (in accordance with the installation instructions supplied with the luminaire).

Consequently, subject to compliance with the provisions below, any malfunction resulting from a design, material or manufacturing defect shall, within a reasonable period and at TRATO's option, entitle the buyer to a refund, replacement or repair, free of charge, of the LED luminaires acknowledged to be defective.

However, the cost and risk of transporting the LED luminaires concerned, as well as the costs of removal and reinstallation, shall be borne by the buyer. On-site repair costs (labour, lifting equipment, equipment) shall also be borne by the buyer.

If TRATO is required to replace a defective LED luminaire but is unable to do so because the product is no longer manufactured or available, TRATO reserves the right to replace it with a similar luminaire whose design and specifications may differ slightly. LED luminaires replaced under this warranty shall themselves be covered for the remaining term of the original warranty.

Programming of a lighting control system is the customer's responsibility and is not covered by this warranty.

3. SPECIAL CONDITIONS

The warranty period is based on a maximum operating time of 4,000 hours per year.

The number of switching cycles is limited to 10 per day.

Upon request and after assessment of the specific application conditions, an «extended warranty» may be agreed.

Upon request and after assessment of the specific application conditions, a specific warranty period may be agreed for luminaires operating for more than 4,000 hours/year and/or undergoing more than 10 switching cycles/day and/or operating at a specific temperature.

4. PROCEDURE

To benefit from the warranty, the buyer must:

- Notify TRATO in writing of any defects attributed to the luminaire as soon as they become apparent, and no later than 30 days after discovery of the defect.
- Provide TRATO in writing with the installation date, invoice date and invoice number.- Specify the nature of the defect and the number of failed products.
- Specify the product operating conditions, operating hours and switching cycles.
- Refrain, unless TRATO has given prior written approval, from carrying out or arranging any repair.
- Return the luminaire considered defective for analysis. If a non-conformity is identified during the warranty period, TRATO shall replace, repair or refund the product after assessing the validity of the claim and provided that the defect or error is attributable to TRATO.

5. LIMITATION DE RESPONSABILITÉ

Under no circumstances shall TRATO be liable for indirect damages, whether foreseeable or not, such as loss of profit, production, turnover or commercial loss.

TRATO's contractual liability for any other damage arising in connection with an order shall under no circumstances exceed fifty (50) % of the net payments received by TRATO for the luminaires concerned.

The warranty does not cover deterioration resulting from modification of the equipment.

6. RESTRICTIONS

The warranty does not cover defects resulting from failure to comply with storage or installation requirements, or from a cause external to the luminaire (incorrect electrical installation, overvoltage, lightning).

Luminaires sold by TRATO must be installed in a dry environment where the ambient temperature does not exceed 25°C. Any other use is excluded from the scope of the warranty.

Installation and commissioning of the luminaires must be carried out by professionals and in accordance with accepted trade practice and all applicable professional standards. Documents demonstrating proper installation and commissioning may be requested (electrical drawings, list of equipment used, periodic electrical installation inspection reports, etc.).

TRATO cannot be held responsible for electrical supply conditions, including voltage spikes/undervoltages and current fluctuations associated with a control system, beyond the limits specified for the luminaires and those defined by the applicable standards (e.g. EN 50160).

The warranty conditions apply exclusively to failures exceeding the nominal failure rate stated in the table below.

A decrease in luminous flux not exceeding the values stated in the table cannot give rise to a warranty claim.

	LED luminaires powered by a driver	LED luminaires with a 230 V module (driver integrated into the module) and luminaires fitted with LED strip	Luminaire using a replacement LED lamp with a standardised base	"ICOB" LED luminaire with GH36d base
Warranty period	5 years*	2 years*	2 years**	5 years**
Failure rate	0.2% per 1,000 operating hours	0.4% per 1,000 operating hours	Not applicable	Not applicable
Nominal luminous flux depreciation	0.6% per 1,000 operating hours	1.2% per 1,000 operating hours	Not applicable	Not applicable

* The warranty applies subject to compliance with the conditions set out in Section 3. By way of exception, the warranty period is limited to 3 years for the ET 2206 luminaire and to 2 years for the PALMA, BORNEO and STEN ranges.

** Luminaire only, excluding the replaceable LED lamp or module. The replaceable LED lamp or LED module is covered by its own warranty.