

Standard Terms Of Warranty



1. Scope and terms

This warranty sets out the terms and duration of the standard limited warranty applying to all products sold by GRUPO PRILUX ILUMINACION S.L.U (PRILUX). This warranty applies only to professional customers who have purchased the products in question directly from PRILUX.

PRILUX warrants that the product is delivered new, in its original packaging and free from defects in materials and workmanship for the corresponding period according to product type from the date of the original delivery note for the original purchase. PRILUX extends this product warranty to the original buyer of the product specified on the delivery note and invoice issued by PRILUX.

This warranty covers defects or improper functioning due to manufacturing defects if the product is found to be within the parameters and terms of use, installation, and electrical standards approved under the current legislation for which it has been designed.

- THIS LIMITED WARRANTY WILL BE VOID IF THE PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH IT HAS BEEN DESIGNED.
- The product must be installed and put in use by a qualified professional and used in accordance with the specifications and terms of use set out on the product data sheet and user manual.
- THE WARRANTY ASSUMES THAT THE PRODUCT IS USED WITHIN SUITABLE TEMPERATURE RANGES, AT AN AVERAGE RELATIVE HUMIDITY OF BELOW 80%, AND IN CONFORMITY WITH THE RESPECTIVE IP RATING, THE ELECTRICAL GRID POWER QUALITY IS SUITABLE AND NO CORROSIVE SUBSTANCES THAT MIGHT PREMATURELY DAMAGE THE COMPONENTS OR BODIES OF THE LUMINAIRES (e.g., chlorine, sulphur dioxide) ARE USED.
- DEPRECIATION, HOURS OF USE, AND NUMBER OF BULB AND LUMINAIRE ON/OFF CYCLES WILL BE VERIFIED AT OUR LABORATORY.
- FAULTS CAUSED BY PLANT AND EQUIPMENT THAT DOES NOT COMPLY WITH THE SPANISH LOW VOLTAGE ELECTRICAL REGULATIONS 2002 [REBT] VOID THE WARRANTY.
- COMPLIANCE WITH SECTION 16(3) REBT IS MANDATORY FOR INDOOR PLANT AND EQUIPMENT.
- COMPLIANCE WITH ITC BT 09-4 (Supplementary Low Voltage Technical Instructions) of REBT (INSTALLING SURGE PROTECTORS FOR POWER LINES AND LUMINAIRES) IS MANDATORY FOR INDUSTRIAL AND STREET LIGHTING APPLICATIONS.
- This limited warranty does not cover product loss or damage caused by negligence; abuse; improper use; improper handling; incorrect installation, storage, or maintenance; damage caused by fire or fortuitous events; vandalism; civil unrest; voltage spikes; inadequate electric power supply; generator set power supplies; fluctuating electric current; use of equipment in corrosive environments; induced vibrations; oscillations associated with movement of air currents around the product; alteration or manipulation; accidents; breach of PRILUX's installation, operating, or maintenance instructions; improper product maintenance performed by anyone not associated with PRILUX or a PRILUX-approved maintenance service provider.
- Replacement of internal surge protectors is not covered except in case of faulty protector workmanship.
- Installation in coastal areas affected by sea spray requires written approval by PRILUX. Unless otherwise indicated, PRILUX products are not suitable for environments affected by sea spray.
- Barring specified exceptions, bulbs are to be used in open luminaires.
- LED products will not be considered faulty solely because individual LED components do not emit light where the amount of non-working components is less than 10% of the total number of LED components installed in the product; the same applies to decreased luminous flux during the hours of service life in the proportion defined by the specified calculation method as specifically estimated for the LED on the product data sheet.
- Luminous flux, colour temperature, and electrical parameters are subject to tolerances of $\pm 10\%$.
- Do not handle parts of equipment to which warranty seals have been affixed. Breaking the warranty seal voids the warranty. Please contact our Technical Support Service beforehand if you have any questions or encounter any difficulties.
- Defects caused by using external control devices not supplied or designed by PRILUX are not covered.
- This warranty does not cover defects in or derived from software, programming defects, viruses, improper set up, unauthorised manipulation, or non-compatibilities.

2. Claims and enforcement of warranty

Customers must notify PRILUX in writing of any claim due to a defect within 30 days of becoming aware of the defect, providing proof of purchase (delivery note or invoice), by email to postventa@grupoprilux.com. (or customersupport@grupoprilux.com for products sold internationally)

Customers must include the following minimum details, partly from the end user. PRILUX reserves the right to request those details and invalidate or refuse to process the claim if they are not received: Delivery note number, code, quantity, and batch number or serial number of faulty products, a detailed description of the defect encountered, and, wherever possible, photographs of the defect. Customers must also furnish sufficient information concerning product installation and use: installation date, application, daily use in hours, number of daily on/off cycles, and information on other products and control devices also present in the installation. PRILUX may request additional information at any time to confirm the validity of the warranty claim.

PRILUX is entitled to inspect the product. The product, with all its components and accessories, must be available for pick-up and inspection by PRILUX. Where necessary PRILUX may ask users, through the customers, for entry to their facilities to assess the cause of any non-conformity.

Customers and users are responsible for properly packaging defective products to prevent damage during transport. The ticket number or claim number issued by the After-Sales Service must be clearly marked on all material to be received by PRILUX or Reception will refuse delivery. Receipt of products not previously reported to the After-Sales Service will cause the claim to be rejected, and there will be a period of 7 calendar days in which to remedy any deficiencies in the documents.

PRILUX alone will determine, at its own discretion, whether a product is defective based on overall performance of the product. If a product is considered defective, PRILUX will decide whether to proceed with either repair, if possible, or a partial refund, and if neither of these is feasible, with replacement of the product or a full refund.

Inspecting certain products may require disassembly, after which it may not be possible to reassemble them properly for use. Products determined to be covered by the warranty will be replaced, or a refund will be paid; products determined not to be covered by the warranty will not be replaced or returned in working order, and no refund will be paid. PRILUX accepts no liability for any damage caused to the products when examining the source of the defect.

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PRILUX reserves the right to use new, reconditioned, rebuilt, repaired, or reprocessed products or spare parts in effecting repairs or replacement under the warranty. In case of replacement, if the defective product is not available, it will be replaced by an equivalent product. Products and spare parts will be comparable to the original product or part in function and performance as determined by PRILUX alone at its own discretion and **will be guaranteed for the remainder of the original warranty period**. In case of repair, the warranty period will be suspended while the repair is in course and will be extended for the length of time the repair lasts. If the warranty period ends in fewer than 6 months from repair, the original term will be extended for 6 months. For repairs made outside the warranty period, the warranty period for the repair will be 6 months. PRILUX will not be liable for other defects that may arise from use.

3. Limits and validity

This limited warranty does not cover charges for labour and field service connected with disassembly, repair, or replacement of the product.

UNDER NO CIRCUMSTANCE WILL GRUPO PRILUX BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL, COMPENSATORY, OR INCIDENTAL LOSSES. GRUPO PRILUX'S TOTAL LIABILITY FOR DEFECTIVE PRODUCTS WILL IN ALL CASES BE LIMITED TO THE SUMS PAID TO THE PRILUX GROUP FOR THAT DEFECTIVE PRODUCT.

This warranty does not cover sample products.

GRUPO PRILUX reserves the right to charge transport, product evaluation, or installation or repair costs if the product is not considered defective, all the minimum information required has not been received, or the terms of this warranty or the standard terms of sale have been breached.

The terms of this warranty applicable to any product will be the terms in effect on the date of the delivery note for its purchase. Subsequent changes will not apply. GRUPO PRILUX reserves the right to amend the warranty from time to time. Changes to this warranty will be valid for all orders placed with GRUPO PRILUX from the date of publication of the revised version of the warranty effective at the date of the delivery note and thereafter until a new revised version is published.

4. Warranty Period

GRUPO PRILUX has set a warranty period for defects in workmanship solely for customers who purchase their products directly from Prilux, depending on the type of product. The warranty period will start on the date of the delivery note for the product.

In certain cases application for an EXTENSION OF THE WARRANTY PERIOD may be made to PRILUX. If approved, it will be furnished in writing and will be attached to the purchase order and delivery notes. PRILUX will furnish a draft document setting out the extension of the warranty, which will be valid only when the customer has sent that document in to GRUPO PRILUX together with its purchase order and the valid document extending the warranty period has been attached to the order number.

Extensions of the warranty period will be granted and valid only subsequent to review and written approval and may be limited by and subject to any condition set by GRUPO PRILUX in the document extending the warranty period upon verification that use and installation requirements have been met. These requirements may, for instance, be related to daily use in hours, on/off cycles, ambient temperature and humidity conditions, the location where the equipment is installed, adequate ventilation, combination with other products or devices, etc.

GRUPO PRILUX may audit the installation before granting the extension to the warranty period or afterwards and may cancel the extension of the warranty period at any time if the standard or special terms of warranty in which the warranty extension was granted are no longer met.

As special seasonal or marketing campaign products, products in the Econcept catalogue entail complex assembly and disassembly. The installer is responsible for this handling and subsequent maintenance. Prilux accepts no liability for any product that has not been wholly produced and sold under our terms of use by us.

The warranty period for manufacturing defects will be in years, in all cases in accordance with the design specifications for use.

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STANDARD WARRANTY

PRODUCT TYPE	WARRANTY	WARRANTY PERIOD	EXTENSION
NON-LED PRODUCTS AND DECORATIVE PRODUCTS (Econcept)*		1 YEAR	NOT AVAILABLE
CONTROL DEVICES**		3 YEARS	NOT AVAILABLE

*As special marketing campaign or seasonal products, Econcept catalogue products, because of their materials and characteristics, are not designed for continuous outdoor use and are subject to constant handling for assembly and disassembly, so the warranty period is limited to 1 year unless otherwise specified on the page for a specific product in the catalogue.

**Controllers, sensors, and other associated devices to control luminaires in the Activa and Playtech catalogues

LED PRODUCT WARRANTY

-MADE IN SPAIN products in use for more than 16 hours per day and all other products in use for more than 14 hours per day are excluded from the PRILUX warranty.

-The service life in hours refers to expected product durability where all specifications of use are complied with, without taking external factors into account. No commitment or guarantee of a product's service life is implied.

-LED service life in hours is ordinarily estimated using the L70B50 method unless a different method is stated. Accordingly, it is estimated that at least 50% of products will maintain a luminous flux greater than or equal to 70% when all specifications for product use are complied with. A product's service life may be affected by many different factors, and no commitment or guarantee regarding service life is implied.

-The warranty applies only if all terms of installation and use set forth in the standard warranty, product data sheets, and user manuals are met.

-The warranty is limited to the number of on/off cycles. Where not stated on the product data sheet, up to a maximum of 15,000 on/off cycles is considered to be half of a product's service life in hours.

-LED warranty extensions do not cover batteries.

PRODUCT	PRODUCT TYPE BASED ON SERVICE LIFE IN HOURS	WARRANTY PERIOD	EXTENSION (subject to review and written approval)
LUMINAIRES MADE IN SPAIN	≥50,000 h	5 YEARS	ENQUIRE
LUMINAIRE/BULBS	≥40,000 h	3 YEARS	ENQUIRE
	≥30,000 h and <40,000 h	3 YEARS	NOT AVAILABLE
	<30,000 h *	2 YEARS	NOT AVAILABLE

* The warranty period for bulbs with a service life of less than 30,000 h is limited to 2 years because of their characteristics and manufacture.

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