

Limits and terms of use

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1. Limits and terms of use

This document sets out the limits and terms of use for the products sold by GRUPO PRILUX ILUMINACION S.L.U. (PRILUX).

These terms of use are intended for installers and end users of the products, so that they will be aware of the limitations, terms, and recommendations for use of the products and can use them properly, optimise their service life, and avoid faults resulting from improper use.

PRILUX warrants that the products are being delivered new and in their original packaging and are free from defects in materials and workmanship and hence that the PRILUX warranty covers all defects or improper functioning due to manufacturing defects, on condition that products are operated within the parameters and terms of use, installation, and electrical standards approved under prevailing legislation for which they have been designed. Breach of the limits and terms of use described below invalidates the product warranty. In the event of a defective product, contact your distributor.

Terms of installation, use, and limits on the warranty:

- THE PRODUCT IS TO BE 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, user manual, and these terms of use.
- The warranty applies only if all terms of installation and use set forth in these terms of use, the product data sheet, and user manual are fulfilled.
- FAULTS CAUSED BY PLANT AND EQUIPMENT THAT DOES NOT COMPLY WITH THE 2002 REBT [2002 Spanish Low Voltage Electrical Regulations] VOID THE WARRANTY.
- COMPLIANCE WITH SECTION 16(3) REBT IS MANDATORY FOR INDOOR PLANT AND EQUIPMENT.
- COMPLIANCE WITH REBT ITC BT 09-4 [Supplementary Low Voltage Technical Instructions] (INSTALLING SURGE PROTECTORS FOR POWER LINES AND LUMINAIRES) IS MANDATORY FOR INDUSTRIAL AND STREET LIGHTING APPLICATIONS.
- 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 AND THAT 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.
- The 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.
- Installation in coastal areas affected by sea spray requires written approval by PRILUX. Except as otherwise indicated, PRILUX products are not suitable for environments affected by sea spray.
- Barring specified exceptions, bulbs are to be used in open luminaires.
- Do not handle parts of equipment to which warranty seals have been affixed. Breaking the warranty seal voids the warranty. Please contact your distributor or 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.
- 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 warranty does not cover replacement of internal surge protectors except in case of faulty protector workmanship.

Other terms and restrictions:

- Luminous flux, colour temperature, and electrical parameters are subject to tolerances of $\pm 10\%$.
- 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.
- As special seasonal products, products in the Econcept catalogue entail complex assembly and disassembly. The installer is responsible for this handling and subsequent maintenance. Because of their materials and characteristics, they are not designed for permanent outdoor installation and are subject to constant handling, hence the warranty period is limited to 1 year. Prilux accepts no liability for any product that has not been wholly produced and sold under these same terms by us.
- IN THE EVENT OF A DEFECT, DEPRECIATION, HOURS OF USE, AND NUMBER OF BULB AND LUMINAIRE ON/OFF CYCLES WILL BE VERIFIED AT OUR LABORATORY.
- 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.
- 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.

Precautions when using bulbs:

- Unless otherwise stated, they are not suitable for damp environments.
- Switch off the current before replacing any bulb and ensure that the bulb is not hot before touching it with your hands.
- Do not exceed the socket's recommended power rating.

2. Claims and enforcement of warranty

In the event of a defective product, contact your distributor.

The following information may be requested for proper handling of product claims due to defective workmanship: 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. You 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. Additional information may be requested at any time to confirm the validity of the warranty claim.

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PRILUX is entitled to inspect the product, with arrangements to be made by the distributor. 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 distributor, for entry to their facilities to assess the cause of any non-conformity.

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 or for reassembly, and no refund will be paid. PRILUX accepts no liability for any damage caused to the products when examining the source of the defect.

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 that is available. Products and spare parts will be comparable to the original product or part in function and performance as determined by GRUPO PRILUX alone at its own discretion.

GRUPO PRILUX AND ITS DISTRIBUTORS WILL IN NO CASE BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL, COMPENSATORY, OR INCIDENTAL DAMAGES.

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