

LED Fixtures General Warranty Conditions

1. These conditions apply to all TUNGSRAM LED Fixtures (hereinafter referred to as “**Products**”) sold to Customers within Europe, Middle East and Africa by Tungsrám Operations Kft or any other Tungsrám entity that is involved in the Lighting sub-business division of Tungsrám and located in Europe, Middle East or Africa (hereinafter: “**Tungsrám Operations**”).
2. These Warranty conditions apply to those users of the Products that received these Warranty Conditions directly from Tungsrám Operations from January 1st, 2020.
3. Tungsrám Operations confirms that the Products comply with the relevant IEC standards, and are in accordance with the specifications set out in the Tungsrám - Specification sheets and in the relevant Technical Datasheets.
4. The Warranty Period is defined by Product Lifetime and Burning Hours. Warranty commences from date of installation, or date of delivery to Customer plus 30 (thirty) days, whichever expires earlier.

Warranty Period
5 years/max. 20.000 hours of operation warranty (whichever occurs sooner) for all fixtures with rated life of 50,000 hours or more.
3 years/max. 12.000 hours of operation warranty (whichever occurs sooner) for all fixtures with rated life less than 50,000 hours.

5. The Customer must notify Tungsrám Operations immediately and in any event within 30 days of discovering the failure of the Product, informing Tungsrám Operations on such data and circumstances as specified in Section 9 below, and upon request from Tungsrám Operations present the following documents:
 - a. proof of purchase
 - b. records of operating history
 - c. proof or receipt of these Warranty Conditions directly from Tungsrám Operations.
6. Failure to inform Tungsrám Operations within the 30-days deadline set out in Section 5 above cancels the warranty.
7. Tungsrám Operations shall not be liable for any defective Product that has not been installed or used in accordance with the product’s Installation Guide or the product’s datasheet.
8. The Product must have been properly installed according to specified restrictions on type of luminaire;
 - a. The Product must have been operated in environmental conditions which are within the specified operating range of the Product, including but not limited to temperature, humidity and air movement;
 - b. Compatibility of any Products with Dimmers or Transformers/Drivers, is the responsibility of the Customer to determine, unless Tungsrám Operations approved controls are used. Tungsrám Operations does not warrant the suitability of a Product for any particular application or use in any particular equipment.
9. If the Customer wishes to bring a claim against Tungsrám Operations under these conditions, it must notify Tungsrám Operations Product Service Organisation in writing at the contact coordinates written in Section 10 below, using the current Tungsrám User complaint form - specifying the following information:
 - a. Precise details of the defects in the Product (failure mode description);

- b. Product type;
- c. Date code;
- d. Date installed;
- e. Total number of fixtures installed;
- f. Hours burned;
- g. Number of defective fixtures;
- h. Date failed;
- i. Switching cycle;
- j. Conditions at the installation including supply voltage, type of LED transformer/driver if used, type of luminaire, location of installation;
- k. Contact details for Customer.

10. The contact details of Tungstram Operations Product Service Organisation are the following:

Tungstram Operations, Product Services Organisation, Building 70, Váci út 77, 1044 Budapest, HUNGARY

11. On receipt of written notification of a defective Product, Tungstram Operations will investigate the validity of the complaint. Tungstram Operations shall (at its discretion) be entitled to examine all or only samples of the failed Product to determine the cause of failure and to inspect the luminaires and installation relating to the Product which are the subject of the claim, including attending at the premises of the Customer where the Products are installed. Proof of purchase and records of operating history should be kept and made available for inspection, failure to provide these may invalidate any Warranty.

12. Notwithstanding any other statement herein, Tungstram Operations' undertaking to replace defective Products in accordance with these conditions shall not apply to:

- failure caused by incorrect installation;
- fluctuation in the supply voltage greater than $230V \pm 10\%$;
- failure caused by exposure to excessive physical force, vibration or direct contact from water droplets;
- cases where any of those in item 5 has not been observed

13. Subject to these conditions Tungstram Operations' sole obligation hereunder shall be, at Tungstram Operations' discretion, to

- Provide replacements for defective Products of the same specification or in the case of obsolete products with comparable alternative Products in Tungstram Operations' reasonable opinion, or
- Issue a credit note to the value of the Products' net sales price pro-rated to the unmet Warranty Period.

Tungstram Operations shall have no liability for any labour, installation or other costs related to Product replacement, which may be incurred by Customer, unless expressly otherwise provided for in these Warranty Conditions. Further, Tungstram Operations shall have no liability for any indirect or consequential damage.

14. This Warranty shall not be assigned, transferred or vested into any third party.

On behalf of Tungstram Operations

Appendix

5 years/max. or 30,000 hours of operation warranty (whichever occurs sooner)

Range	TUNGSRAM	Hours	L/B life @ 25°C
Tubular Linear	LED Tubular TU xx	100,000	L70/B50
Linear Indirect	TU LINEAR INDIRECT xx	75,000	L90/B50
Premium Sensor Mariner	TUNG Mariner PR xxxx PIR	98,000	L80/B20

5 years/max. or 20,000 hours of operation warranty (whichever occurs sooner)

Range	TUNGSRAM	Hours	L/B life @ 25°C
Integrated Bulkhead / Static, Sensor	LED Bulkhead G1 TU xx EMN/EMM	60,000	L80/B50
Edgelit Premium Panel	LED Panel P1 TU xx	50,000	L80/B10
Edgelit Premium Panel	Tung Panel P xx	50,000	L80/B20
Edgelit Standard Panel	Tung Panel S xx	50,000	L80/B50
Integrated Mariner Premium / Static, DALI, Sensor	LED Mariner PR G1 xx SST/DST/SEM	50,000	L80/B50
Integrated Mariner UK	LED Mariner UK G1 xx	50,000	L70/B50
Torofi	Torofi xx	65,000	L70/B50
Floodlight G1 high wattage (75-150W)	LED Flood G1 TU xx	50,000	L80/B10
Floodlight G1 low wattage (20-50W)	LED Flood G1 TU xx	50,000	L80/B10
Slim Downlight Premium	LED DLR SLIM P1 xx	50,000	L70/B50
Tudolio	TUD XX	65,000	L70/B50
Diffuser Downlighter IP44	LED Downlight D1 TU xx	50,000	L70/B50
Downlight COB IP54 UGR <19	LED DLR G1 xx	50,000	L80/B50
Downlight Adjustable/Scoop	LED Scoop xx	50,000	L70/B50
Surface mount downlighter	LED Downlight SM xx	50,000	L70/B50
Trackspot ADV	LED Track Spot ADV xx	50,000	L80/B50
Trackspot LUX	LED Track Spot LUX xx	50,000	L80/B50
Multigimbal	LED Gimbal xx	50,000	L70/B50
Pendant	LED Pendant TU xx	50,000	L70/B50
Diffuser Downlighter IP20	LED DLR Diff P1 xx	45,000	L70/B50
T5 Batten Switch	LED Batten G1 TU IP20 xx	50,000	L70/B50

3 years/max. or 12,000 hours of operation warranty (whichever occurs sooner)

Range	TUNGSRAM	Hours	L/B life @ 25°C
Batten IP65	LED Batten TU xx	40,000	L70/B50
Edgelit ECO G2 Panel	LED Panel S2 TU xx	30,000	L70/B50
Edgelit Panel E 36W	Tung Panel E xx	30,000	L70/B50
Recessed Spotlight 6W	LED Spotlight G1 TU xx6Wxx	30,000	L70/B50
LED Mariner Start	LED MARINER ST G1 xx	30,000	L70/B50
Fireproof Downlight	Fireproof Downlight xx	30,000	L70/B50
Backlit G1 Panel	LED Panel B1 TU xx	25,000	L70/B50
Slim Downlight Start	LED DLR SLIM S1 xx	25,000	L70/B50
Downlight Start G2	LED Downlight Start TU G2 xx	25,000	L70/B50
Ceiling Light IP20	LED Ceiling G1 TU xx	25,000	L70/B50
Floodlight G2 ECO	LED Flood G2 TU xx	25,000	L70/B50
Recessed Spotlight 5W	LED Spotlight G1 TU xx5Wxx	20,000	L70/B50

Integrated EM solutions: 5yrs warranty on fixtures, 3yrs warranty on EM driver and 1yr warranty on battery

Range	TUNGSRAM	Hours	L/B life @ 25°C
Integrated Bulkhead / Emergency	LED Bulkhead G1 TU xx EMN/EMM	60,000	L70/B50
Integrated Mariner Premium / Emergency	LED Mariner PR G1 xx SEM	50,000	L80/B50

5yrs warranty - Emergency products, Sensor

Range	TUNGSRAM	Hours	L/B life @ 25°C
Emergency Converter Kit	Emergency Kit xx	45,000	L70B50
Emergency Downlight	Emergency Downlight xx	n/a	n/a
Emergency Exit Signs	Emergency Exit xx	50,000	L70B50
PIR Sensor	Tung PIR Sensor	n/a	n/a