

LED Outdoor Fixture General Warranty Conditions

These conditions apply to Tungsrám branded LED Outdoor fixtures (hereinafter: “**Products**”) sold by Tungsrám Operations Kft or any affiliate thereof (hereinafter: “**Tungsrám**”).

1. Tungsrám 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.
2. 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.

Products	Warranty Period
AHIX ALIX AMIX CAMILLA INLUMINO S INLUMINO M INLUMINO L NAVONA NOBILA ODYSSEY OKAPI PIKO SLBT SMBT SMIX SPINELLA LOW WATT SPINELLA HIGH WATT	<p style="text-align: center;">Up to 5 years or 20,000 burning hours, whichever expires earlier</p>

3. Customer must notify Tungsrám immediately and in any event within 30 days of discovering the failure of the Product informing Tungsrám on such data and circumstances as specified in Section 6 below, and upon request from Tungsrám present the records of operating history.
4. Failure to inform Tungsrám within the 30-day deadline set out in Section 3 above cancels the warranty.
5. Tungsrám shall not be liable for any defective Product that has not been installed or used in accordance with Tungsrám’s instructions as provided to users by Tungsrám. In particular, all Products must be used in accordance with the following conditions:
 - a. The Product must have been properly wired and installed;
 - b. The Product must have been operated at or below the rated drive current as set out in the Applications Guide;
 - c. The Product must have been operated in environmental conditions which are within the normal specified operating range of the Product including but not limited to temperature, humidity and air movement.
6. No LED luminaire shall be deemed defective unless at least ten percent (10%) of the LEDs in the LED luminaire do not light.

7. If a Customer wishes to bring a claim against Tungfram under these conditions, it must notify Tungfram Product Service Organization in writing at the contact coordinates written in Section 8 below, using the Tungfram User complaint form (that is available at the Tungfram Product Service Organization upon request - 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.
8. The contact details of Tungfram Operations Product Service Organisation are the following:

Tungfram Operations Kft.,
Product Services Organisation,
Building 70, Váci út 77, 1044 Budapest, HUNGARY
9. On receipt of written notification of a defective Product, Tungfram will investigate the validity of the complaint. Tungfram 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.
10. Subject to these conditions Tungfram's sole obligation hereunder shall be, at Tungfram's discretion, to
 - Provide replacements for defective Products of the same specification or in the case of obsolete Products, with comparable alternative Products in Tungfram's reasonable opinion, or
 - Issue a credit note to the value of the Products' net sales price pro-rated to the unmet Warranty Period.
11. Tungfram shall have no liability for any labour, installation or to costs related to Product replacement, which may be incurred by Customer, unless expressly otherwise provided for in these Warranty Conditions. Further, Tungfram shall have no liability for any indirect or consequential damage.

On behalf of Tungfram Operations