

Product warranty for LUMISSION BV

On products purchased after 1 August 2020, LUMISSION can provide a 5-year or even a 7-year warranty against production and material defects on products in the LUMISSION product range. Provided that the conditions in the warranty are met, LUMISSION BV will either repair or replace the products. The website shows which products have a 5-years warranty and which a 7-years warranty.

The warranty is valid under the following conditions:

- The project must be registered. Customer must fill out attached form.
- The product is used and installed correctly in accordance with technical specifications, installation manual, maintenance manual and current legislation.
- The warranty period starts on the date of invoice of LUMISSION BV.
- The warranty period is based on a burning behaviour of maximum 5000 hours per year. In case of more than 5000 hours per year, the warranty period will be adjusted pro-rata.
- The number of failures exceeds the mean nominal failure rate of 0,2%/1000hours of operation.

The warranty does not cover:

- Costs for troubleshooting, removal or reinstallation of the products.
- Consequential losses of any kind.
- Defects that are caused by extreme conditions as for example lightning, ingress of water, fire, lack of ventilation or exceeding of operating temperature.
- Defects that are caused by incorrect use including mechanical or electrical influence.
- General maintenance and repairs and replacements of wear parts as for example replaceable parts and accumulators.
- Defects caused by compatibility problems between products and the installation as for example power supply and control system.
- If the product has been modified without written approval by LUMISSION BV.
- Light reduction that is within the specified value for the product in question (for example L80)

In relation to other circumstances, reference is made to LUMISSION BV and delivery conditions.

LUMISSION bv

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