

Philips Lighting Product Warranties

The warranty period starts on the date of purchase by the end user. The below table summarises the standard warranty period for Philips lighting consumer products:

Product Group:	Product:	Standard Warranty Period:
Consumer Lamps:	GLS incandescent	3 months
	Halogen, TL, CFLni, CFLi	1 year
	LED	3 years
Consumer Luminaires:	Conventional : <i>Roomstylers, Outerstylers, Ecomoods, Aquafit, Kidsplace, Desk lights</i>	1 year
	LED: <i>Ledino, Living Colours, SmartSpot LED</i>	3 years

Terms and conditions:

- The warranty period for GLS and halogen is based on a burning time of maximum 1000 hours per year.
- The lamps warranty period (excluding GLS and halogen) is based on a burning time of maximum 4000 hours per year for indoor/outdoor applications.
- This warranty only covers Products applied within their “intended” or “normal” use as defined by:
 - Operating conditions are in accordance with the information on the Product and its packaging; and
 - Ambient temperature never exceeds the operating temperature range of -20degC to +45degC; and
 - Relative humidity in the installation never exceeds 80% RH, or never exceeds the IP rating of the Product if any is provided; and
 - Products are operated in an open luminaire, with minimum 10mm air around the body of the Products; and
 - Products are not subjected to more than total of 20,000 fast switches (time between “on” and “off” is less than 10minutes); and
 - The electrical installation in which the Product operates is not subjected to voltage fluctuations in a range exceeding 230V +/- 10%.
- Products should be used within their specified tolerances in applications (e.g. temperature, water ingress and other extreme conditions, indoor/outdoor, up-lighting/downlighting, etc) and according to application guidelines. The warranty becomes void for defects arising from misapplication of the product.
- The warranty will also be voided should the customer fail to appropriately maintain their installation (e.g. changing lamps or replacement of components at end of life, and according to the product specifications).
- Philips recommends customers ensure their lighting installation is subject to a regular maintenance program by a qualified electrical contractor.
- The product specification is used as the reference in assessing the justification of a warranty claim. If no product specification is available for LED luminaires, a failure can be defined as a

non-functioning product or where products do not meet a minimum lumen maintenance of 70%.

- When Philips has chosen to replace the product but is unable to do so, a refund or comparable replacement product may be issued to the purchaser.
- The warranty does not include cost of labour to replace any faulty components.
- For end-users who are consumers within the meaning of the Consumer Guarantee Act, 1993 this warranty is in addition to and does not replace your statutory rights and protections.