

Standard Product Warranties

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

Product Group	Product	Standard Warranty Period
Lamps:	GLS	3 months
	Halogen	1 year
	CFL-i, TL, CFL-ni, CDM, Cosmopolis	1 year
	CFLi Tornado 12W, 15W, 20W, 24W (EnergyStar rated)	2 years
	LEDbulb range, LED Classic range	2 years
	Master LED Range	3 years
	PrimaVision CDM, PV/DV Xtreme CPO/SON/CDO	5 years
Gear/Components/Controls:	Driver HFP3, HFR, Occuswitch, Occuplus, Actilume, Master TL+ appropriate Philips drivers, Actilume Controls + appropriate Philips drivers	3 years
Professional Luminaires:	Conventional	1 year
	LED	3 years
Consumer Luminaires:	Conventional	1 year
	Home Systems	2 years
	LED	2 years

Terms and conditions:

- The warranty period (excluding GLS and halogen) is based on a burning time of maximum 4000 hours per year for indoor/outdoor applications and 500 hours/year for Sports applications, and switching cycles in accordance with IEC norms.
- The warranty period for GLS and halogen is based on a burning time of maximum 1000 hours per year.
- The warranty of eHID products are excluded from lightning strike damage except PV/DV Xtreme which has internal lightning strike protection.
- 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 10 minutes); 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 caused by misapplication of the product.
- Products have to be properly installed and operated in accordance with the manufacturer instructions and guidelines.
- Philips recommends customers ensure their lighting installation is subject to a regular maintenance program by a qualified electrical contractor.
- The warranty will also be voided should the customer fail to appropriately maintain their installation (eg. changing lamps or replacement of components at end of life), and according to the product specifications.
- 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 in the event that 50% of the products do not meet a minimum lumen maintenance of 70%.
- Information on extended warranties for products is available on request.
- 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.