

Warranty policy for Professional Luminaires

This document sets forth the warranty policy of the Philips (sales) organization from which you purchase (“Purchaser”) your Professional Luminaires (hereinafter: “Philips”). This policy is applicable only to Philips branded Professional Luminaires (hereinafter “Products”) purchased as from April 1st, 2012 within Asia Pacific.

This warranty policy is subject to the provisions as set forth herein and is subject to the terms and conditions as provided on the Philips website (hereinafter: “Warranty Terms and Conditions”).

This warranty policy only applies if referred to in a sales agreement between Philips and the Purchaser and will replace the standard warranty clause provided in the Philips general terms and conditions of sale.

Request for **extended warranty** or **services** can be issued to local Philips contact.

A. Warranty period

Subject to the provisions as set forth in the Warranty Terms and Conditions and as set forth hereunder, Purchaser receives the warranty for the applicable period, as described in table 1 hereunder.

Table 1: Overview of warranty on Professional Luminaires

Professional Luminaire Warranty		Standard Period
LED with lifetime ≥ 25 khrs	Color Kinetics <i>with exception to Vaya series</i>	5 years
	Others	3 years
LED with lifetime < 25 khrs		1 year
Conventional		1 year

B. Special conditions

- The policy is valid for products sold from April 1, 2012 onwards. Project prior to this date will be evaluated case by case;
- The warranty period starts on the date of purchase from Philips (date of invoice). An additional six (6) months grace period for warranty coverage is offered to allow for distribution until such product can be sold. This additional grace period does not extend the end user’s warranty coverage, but does limit total coverage to a maximum of 18 months on professional luminaires with a one year warranty and 42 months on professional luminaires with a 3 years warranty. This does not apply to Color Kinetics products;
- The warranty period is based on a burning behavior of 4000hrs/year;
- The product specification is the reference in assessing the justification of a claim. If no product specification is available for LED luminaires, a failure can be defined as a non-functioning product or the event that 50% of the products do not meet a minimum lumen maintenance of 70%;
- Products/Solutions should be used within their specifications (e.g. Temperature, water ingress and other extreme conditions, Indoor/outdoor, up-lighting/downlighting, etc.) and according to application guidelines. Warranty becomes void if the product is mis-applied. Warranty will also be voided should the customer fail to appropriately maintain their installation (eg. changing lamps at end of life, replacement of components according to applications guidelines, etc.)

C. The warranty policy is subject to attached terms and conditions.

Non-Exhaustive Summary below,

- This warranty is valid only for products sold in Asia Pacific. In other regions, other conditions may apply.
- The Products have been properly installed and operated in accordance with the manufacturer’s instructions and guidelines.
- Adequate records of operating history are kept and available for inspection by Philips.
- A Philips representative will have access to the defective Products. If the Products or other parts become suspect, the representative shall have the right to invite other manufacturers’ representatives to evaluate the lighting systems.
- Proof of purchase for the Products is available for inspection by Philips.
- Labor costs for (de)-installation of the Products are not covered under this warranty.