



The ultimate peace of mind

Philips Outdoor Lighting - Standard Warranty Program

PHILIPS



Outdoor lighting is one of a community's **most important infrastructures** investment.



Not only is it vital for public safety and security, it's also central to the liveability and attractiveness of the urban environment to citizens, visitors and local businesses. And with lighting systems often serving communities for decades at a time, outdoor lighting is also a significant investment in the future – so it's vital to get it right. Philips, the leading provider of intelligent, integrated outdoor lighting solutions, understands that cities and public road authorities need long-term, secure and dependable commitments to protect their investments in lighting infrastructure.

That's why we have a standard warranty program for our outdoor lighting luminaires. Apart from the general Philips Lighting terms and conditions on product warranty available on our website, we describe in this standard warranty brochure all the standard warranty conditions and specifications that our customers need to know. This standard warranty is only valid for Philips branded outdoor professional lighting luminaires, both LED and conventional, sold in the European market.



The standard warranty is divided into two main categories:

- LED luminaires
- Conventional luminaires

Main reason for this split is that due to our optimised and innovative LED technology we are able to extend the expected lifetime of our LED luminaires. Therefore we can offer a longer warranty period, whilst limiting your risks of the relatively higher investments in LED lighting.

Besides this standard warranty program you can also extend the standard product warranty according your needs. For this we offer our lifecycle services or extended warranty program. Please ask your Philips representative or visit our webpage Solutions & Services.

LED Standard Warranty Program

The Philips standard warranty on LED luminaires contains three levels of warranty period (Gold, Silver and Bronze). Depending on the expected lifetime performance we allocate our LED luminaires in one of these levels. Our special top green defined luminaires that have an expected lifetime above 100,000 operating hours can therefore have a longer warranty period. As a customer you can define your own LED lighting solution balanced with the requested standard warranty period in your project.

You can find a complete list of Philips outdoor LED luminaires, classified by the three standard warranty classes on our website at the lifecycle services webpage (www.philips.com/lightinglifecycle services) or ask your Philips representative.



GOLD

Gold class

LED luminaires in the Gold class have a standard warranty on the LED engine of 10 years or 40,000 operating hours (whatever comes first) at L80F10.

A valid claim is only approved when the lumen depreciation is below 80% of the original lumen output installed. The drivers have a standard warranty of 5 years and the rest of the luminaire, including housing, coating and other components has 3 years standard warranty.

SILVER

Silver class

LED luminaires in the Silver class have a standard warranty on the LED engine and drivers of 5 years or 20,000 operating hours (whatever comes first) at L80F10.

A valid claim is only approved when the lumen depreciation is below 80% of the original lumen output installed. The rest of the luminaire, including housing, coating and other components has 3 years standard warranty.

BRONZE

Bronze class

LED luminaires in the Bronze class have a standard warranty of 3 years or 12,000 operating hours (whatever comes first) at L80F10 on the complete luminaire.

A valid claim is only approved when the lumen depreciation is below 80% of the original lumen output installed.



Conventional Standard Warranty

All conventional Philips luminaires and (LED) bollards have 1 year standard warranty on the complete luminaire.

LED Standard Warranty Policy

For the standard warranty policy on Philips luminaires we refer to the Warranty Policy for Outdoor Professional Luminaires, available on our website in the Tools and Support section. Here you can find all conditions and criteria that will be taken into account in case of claims.

General Warranty Terms & Conditions

For the general terms and conditions on Philips luminaires we refer to the Warranty Terms & Conditions for Outdoor Professional Luminaires included in the same document as mentioned above. Here you can find all general information that will be taken into account in case of claims.

Upgrade your standard warranty with our Lifecycle Services

A state-of-the-art lighting system is a valuable investment that provides many benefits to your business. To protect this investment, you want to get the very best from your system for as long as possible. Philips Lighting lifecycle services helps customers in a wide variety of market segments do exactly that. We are well aware of the unique demands of your lighting system, and can not only quickly resolve maintenance problems, but often also keep them from happening in the first place. We can ensure that your system maintains the level of performance that you need for an extended period of time and so push the system's lifecycle to its maximum.

Lifecycle services package

This long-term service package, designed specifically for our customers, offers guaranteed and hassle-free lighting system operation that goes beyond the product lifetime. We have designed our service packages so that you can have the freedom to choose the level of service that best suits your needs to protect your investment, ensure hassle-free operation and meets your business goals and objectives. The services package consists of:

1. One-stop-shop for turnkey delivery, maintenance parts and repair.
2. Predictable costing for installation and maintenance.
3. Free of charge replacement parts for each and every failure for the length of the extended warranty.
4. Helpdesk support during office hours.
5. Free of charge part for one or more group replacements in case agreement is longer than product lifetime.
6. Replacement parts of site at location of customer choice.
7. Expedited parts delivery for critical parts.
8. Corrective maintenance executed according to service level agreement.
9. Remote support via networked controls if applicable.

Extended warranty service

You can also choose for our extended warranty service, which is a more basic option of our lifecycle services package. With the extended warranty you can choose a flexible warranty period according your projects requirements on the complete system. The extended warranty service consists of:

1. Free of charge replacement parts for each and every failure for the length of the extended warranty.
2. Helpdesk support during office hours.
3. Free of charge part for one or more group replacements in case agreement is longer than product lifetime.

With our flexible lifecycle services we enable our customers a variety of project after-care contracts that cover all aspects necessary to guarantee long lasting, hassle-free and cost-effective performance. With the different options you create your own balance by selecting the package that suits best to your needs.

We will be pleased to offer you our lifecycle service proposal. For more information you can contact your Philips representative or visit our website www.philips.com/lightinglifecycle services.



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