

GENERAL TERMS OF WARRANTY AS OF 1 JANUARY 2020

I-Valo Oy grants its standard LED luminaires a warranty of five (5) years. The warranty for other products is two (2) years. The warranty period begins on the date of the invoice of the product and it covers luminaires delivered after 1 January 2020.

The warranty covers the manufacturing and material defects provided that the product has been installed according to the installation instructions and regulations and that the product's use and maintenance is conducted as instructed in the manufacturer's instructions. If the product contains a control system (such as DALI), the manufacturer shall not be responsible for the commissioning of the connection. The system integrator shall ensure the compatibility of the system components and the general functioning of the lighting system.

The customer must report the possible defects immediately, within 30 days, to I-Valo Oy. If the warranty covers the defect, I-Valo shall repair the product or deliver a new spare part or a replacement product.

The general terms of warranty shall not cover special products, since their warranty is granted case-specifically.

The warranty shall NOT be valid, if

- the defect or malfunction has been caused due to overvoltage, misuse, natural forces (such as thunder or lightning), water damage, fire, or other sudden or unexpected event.
- the product has been used in incorrect operating conditions.
- the product has been altered without a written permission and instructions from I-Valo Oy.
- the rating label of the product is not legible.
- the installation includes incompatible devices, such as incompatible parts in the control system or a wrong power supply for the luminaire.
- the product has been mechanically broken or it has been stored in an inappropriate manner.

The warranty shall NOT

- cover the costs incurred for the replacement of the faulty product.
- cover the costs incurred for a production loss, possible unobtained profit, or other consequential losses.
- cover the damage caused by the product for other property.
- cover the faults caused by natural wear and tear (for electronic components 0.2%/1,000 h). The normal decrease of the luminous flux for LED products is indicated product-specifically on our website. For example 'L80 100,000 h' means that after 100,000 operating hours, the luminous emittance of at least 50% of the luminaires is 80% or more.
- cover the batteries of safety luminaires that have the warranty period of one (1) year.