



TRIDONIC

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## Guarantee conditions

# Tridonic guarantee conditions

Tridonic stands for high quality products and services. Guarantee for lighting components, management systems and LED-modules and -systems exceeds usual legal guarantee. Tridonic offers a 5-year guarantee on all devices with a rated life of at least 50,000 hours of operation. A guarantee of 3 years is offered on devices with a rated life of less than 50,000 hours of operation. Batteries are excluded from this guarantee.

## 1. Products

This guarantee applies to all electronic control gear supplied by Tridonic (electronic ballasts for fluorescent lamps, electronic ballasts for HID lamps, electronic transformers, ignitors, emergency units, converters for LED light sources, control units, magnetic ballasts for fluorescent and HID lamps) as well as LED light sources.

## 2. Duration of the guarantee

The guarantee period for Tridonic products is 3, 5 or 8 years.

### Basic guarantee

For products with a physical rated life of 50,000 hours of operation or more, Tridonic offers a guarantee for a period of 5 years under the following conditions. To ensure that the product guarantee matches the guarantee offered by the luminaire manufacturer, the guarantee is extended by a further 6 months from the date of manufacture indicated on



the product, up to a maximum of 66 months from the date of manufacture. This applies to those products for which a rated life of  $\geq 50,000$  hours of operation is indicated in the data sheets and for all TALEX LED light sources.

### Limited guarantee

For products with a physical rated life of less than 50,000 hours of operation, Tridonic offers a guarantee for a period of 3 years under the following conditions. To ensure that the product guarantee matches the guarantee offered by the luminaire manufacturer, the guarantee is extended by



a further 6 months from the date of manufacture indicated on the product, up to a maximum of 42 months from the date of manufacture. This applies to those products for which a rated life of  $< 50,000$  hours of operation is indicated in the data sheets, e.g. PC-R and VIPER.

### Extended guarantee for PC INDUSTRY

An extended guarantee of 8 years is offered on the PC INDUSTRY series. This guarantee makes allowance for a 6-month period for dispatch, storage and manufacture. The maximum guarantee period is therefore 102 months after production.

## 3. Guarantee conditions

The guarantee offered by Tridonic is valid under the following conditions:

- The products from Tridonic must be used in accordance with the relevant product and application specifications. Limit values for temperatures and voltages must not be exceeded and the product not exposed to any mechanical stresses.

— The guarantee for electronic operating devices applies only if the product is installed with lamps that comply with the relevant IEC specifications.

— The guarantee covers solely product failures caused by material, design or production faults and failure rates that exceed the rated failure rate. The rated life and rated failure rate of a device are considered to be the values defined in the technical documentation.

#### **Additional conditions for magnetic ballasts of fluorescent lamps**

In case of extreme conditions (stuck starter) the increased temperature on the ballast will lead to a reduced lifetime, if failed components are not replaced within a short time. The guarantee conditions therefore only apply upon use in combination with safety starters or proof of immediate lamp and starter replacement.

## 4. Execution of the guarantee

In the event of failures exceeding the nominal failure rate, Tridonic on its sole discretion might decide to repair defective components or products, supply adequate products as replacement or reimburse products to original customers. The customers or end customers bear the costs for de-mounting and remounting as well as for sending in and returning products. Any other costs, e.g. replacement costs upon installation, costs caused from failures of the installation or other damage and/or consequential damage are not covered by this guarantee.

The indicated lifetime is achieved by operating lighting components according to the conditions specified by the manufacturers, to the relevant international standards and in accordance with local regulations. All electronic products having an expected failure rate require continuous monitoring, which must be documented in writing.

In view of the statistical failure rate of electronic products, installations with electronic operating devices and LED light sources require regular maintenance. The products must therefore be easy to access at all times. When installing the products, the requirements of easy maintenance must therefore be taken into consideration to keep maintenance costs down. If simple replacement is not carried out in good time, the end customer must be informed of the additional costs that may arise in connection with standard maintenance. In designing and installing luminaires, it should be remembered that the controller, ballast and/or LED light source may have to be replaced before the luminaire comes to the end of its life.

#### **Additional Information for LED modules**

The guarantee conditions relate exclusively to mortality beyond the nominal failure rate. In view of technical advances and the changes in the luminous flux of products depending on their usage there may be differences in the photometric properties between replacement or additional LED modules and the original products.

## 5. Utilisation of the Guarantee

The guarantee has to be claimed immediately by returning the defective product in order to check the validity of the claim.

## 6. Applicable Law

See the conditions supplied with the invoice.

At Tridonic our daily quest is to create perfect light. 2000 experts worldwide are working tirelessly to control, regulate and operate lighting in exactly the way you want it. And we have been doing this for more than 50 years with enormous passion and in cooperation with you. **We devote all our energy to your light.**

Go to [www.tridonic.com](http://www.tridonic.com) to find your personal contact at Tridonic.

**Further information and ordering data:**



Product catalogue



Data sheets available at [www.tridonic.com](http://www.tridonic.com), "Technical Information" menu



Certificates at [www.tridonic.com](http://www.tridonic.com), "Technical Information" menu



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