

## WARRANTY TERMS & CONDITION

Alrouf Lighting offers warranty subject to following terms:

### General Product Limited Warranty Coverage

All products supplied by Alrouf contains 5 years default warranty unless extended warranty offered for specific project.

### WARRANTY CONDITIONS:

WARRANTY IS VOID IF PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH THIS PRODUCT IS DESIGNED.

- We are promptly informed of the defect.
- This warranty applies to all applicable products purchased from Alrouf of Authorized distributor.
- Installation done by Alrouf team or qualified electrician following the Electrical Code (**SBC 401**) and Installation manual supplied with product.
- The Product was installed in suitable environmental conditions (including but not limited to ambient temperature, moisture level and air flow) for that Product;
- Maximum ambient temperature is defined as the maximum temperature of the air surrounding the luminaire housing. Products that do not have maximum ambient temperatures listed on specification sheet must operate in ambient conditions at or below 50-degrees Celsius.
- The Product has not been altered or modified in any way;
- The Product has not been subjected to misuse (incorrect operation by the user, connection to or operation with an unsuitable power supply);
- The Product has not been previously repaired by a person other than an authorized representative of ALrouf Lighting, warranty will not be covered.
- The Product has not been used for any other purpose than that for which it was designed
- The temperature, voltage and humidity have never exceeded the limit values.
- For a period of five (5) years, LED components will be considered defective in workmanship or material only if the LED components fails to provide at least 70% of the lumen output set forth in the product specification sheet as of the date of shipment. As used herein, "LED components" shall mean LED boards, LED drivers or integral control devices.

### THE 5-YEAR WARRANTY DOES NOT COVER:

Improper installations; induced vibration; harmonic oscillation or resonance associated with the movement of air currents around the product; alteration; accident; failure to follow installation, operating, maintenance or environmental instructions.

- Any extra costs resulting from any extra work required to repair the defect, such as the costs of the installation and removal of the Product, the transport of the defective and repaired or new Product, disposal, travel and transit time, lifting equipment and scaffolding, software re-installations and updates or any other similar expenses. These costs shall be charged to the buyer.
- Mechanical damage and faults caused by the buyers or third party's incorrect handling and installation of the Product.
- Any damages caused by transportation & unloading incase arranged by the end user.
- Damage and faults caused by natural disasters or force majeure (lightning, earthquake, fire, floods etc.), that cannot be ascribed to a defective manufacturing process of the Product.
- Damage and faults caused by the incorrect electrical voltage or fluctuation occurred during the operational hours (for example, electrical stroke and similar).
- If the Product has been subjected to the electrical loads and/or mechanical and/or chemical stresses that are inconsistent with its normal use.
- Special production orders for electrical components specified and submitted by the buyer, unless otherwise agreed in the contract.
- Settings or parameter adjustments to equipment, which has changed due to wear, fatigue or dirt.
- Plastic parts (e.g., made of polycarbonate) to the extent they discolor or embitter due to the natural ageing process.
- Minor surface irregularities or damages that are permissible according to internal production standards