

5-year extended warranty on Lena Lighting products

To provide its customers with comfort and safety of use of Lena Lighting Lighting luminaires, their manufacturer provides its products with the 5-year warranty cover (applicable to selected products*). Overall, excluding the emergency module along with the battery, for which the GWC (General Warranty Conditions) document of Lena Lighting S.A. is valid.

The warranty is granted for the aforementioned period, as from the date of purchase, and it is granted on the basis of the presented proof of purchase issued by the Manufacturer. It covers latent defects that will appear in the product during its use due to causes inherent in the product. Defects disclosed in the product will be repaired free of charge at the Manufacturer's premises, within 14 days from the date of acceptance of taking the product in for repair. In exceptional circumstances, which require, for example, the import of an unusual spare part, this period may be extended, depending on the availability of parts.

Lena Lighting products are verified multiple times in the test laboratory with modern equipment. Lena Lighting S.A. ensures credibility—primarily in terms of technical parameters—and compliance with norms and standards. The tolerance of parameters of new luminaires amounts to +/- 10% for the value of initial luminous flux, for the consumed power measured after stabilization of operating conditions. The LED modules are equipped with LED diodes characterized by the L70B50 flux maintenance parameters (50 000 h $t_a = 25^\circ\text{C}$).

To ensure trouble-free operation, Lena Lighting products should be used in accordance with their intended use, installed and maintained in accordance with the instruction manual delivered complete with the product.

Proper use of products for maintaining the five-year warranty:

- Pursuant to the intended use and the certificate—Lena Lighting products should be used at the temperature not exceeding $+35^\circ\text{C}$ (except for luminaires, in the specifications of which the possibility of use at elevated temperatures is expressly indicated—in that case, the customer is invited to keep records on temperature levels).
- Products should not be modified by the user or third parties.
- In order to ensure the highest efficiency, products should be maintained in accordance with guidelines indicated in the instruction manual, which is delivered complete with the product.
- Luminaires can work up to 12 hours a day. The maximum operational period of products is 4,380 hours per year, and the nominal failure rate for electronic components such as power supplies, drivers, etc. is 0.6% per 1,000 hours of work. If the actual operation time of lighting is not explicit from the calendar of the works, the customer is asked to record the time of starts and stops.
- The products should be properly supplied and the delivered or consumed power should not exceed the unit's specifications, which are contained in the instruction manual or on the rating plate.

In accordance with provisions of this warranty, products which are not used, mounted and maintained in accordance with the above indications and with the instruction manual delivered complete with the product, may not be covered by the 5-year warranty, and the final decision on its granting shall be made by the Manufacturer.

Exclusions:

- During operation, the color of components of luminaires which are made of plastic may change naturally (e.g. due to exposure to UV radiation). Natural discoloration is not covered by this warranty.
- The Manufacturer does not provide the warranty cover for the products that have been mechanically, thermally or chemically damaged by improper use, as well as for those that have been damaged by reason of force majeure. The warranty also does not cover defects caused by overvoltage in the power grid and defects caused by atmospheric phenomena affecting the unit.
- This warranty does not cover changes in color temperature.
- The warranty does not cover the damage of luminaires if the electrical installation is not protected with surge suppression. In particular, LED luminaires as electronic devices should be protected with voltage surge suppressors intended for standard B+C surge protection (Class I and II). It is also recommended to install additional surge protection by installation of Class D voltage surge suppressors in local distribution boards (also known as Class III surge arresters). In all matters relating to arresters, the instruction manual and the installation guide of the arrester's manufacturer should be used.

In the event of repair or replacement of the product after the acceptance of warranty, the remaining warranty period remains unchanged.

The warranty does not cover costs related to mounting and dismounting of products covered by the warranty, as well as the costs of their transport to the Manufacturer's premises. Costs related to the new road layout, road signage and road closures are also not payable by the Manufacturer. In the case of delivering for repair the product not covered by the warranty, the product may be repaired against payment, upon prior written consent of the customer. In the remaining scope, GWC (General Warranty Conditions) of LENA LIGHTING shall apply, which are available on the website www.lenalighting.pl.

In case of questions or doubts, do not hesitate to contact the Complaint Department in a way most convenient to you — via phone or e-mail: Complaint Department: +48 61 28 60 497 complaints@lenalighting.pl

We will make every effort to ensure that the service runs smoothly and without undue delay on our part, and to keep you informed about the actions taken.

The extended 5 year warranty must be registered and confirmed in writing by Head of Quality and Claim Department at Lena Lighting S.A

*Please ask Lena Lighting employee for more details