

Eurolumen

The new dimension of light.

EUROLUMEN PTE. LTD.

PRODUCT WARRANTY

1- EUROLUMEN PTE. LTD. and its subsidiaries warrant that EUROLUMEN brand products shall be free from defects in workmanship and/or materials for a period of five years from the date of invoice, provided they are used for their intended purpose.

2- This warranty is provided by EUROLUMEN to your company to cover standard products offered in its catalog.

3- This Warranty is valid only if the following conditions are met:

a- The Product is used in compliance with its specifications and user manual (Technical Specifications).

b- The Product is installed and assembled by qualified personnel following the accompanying instructions.

c- Temperature and voltage limits are not exceeded, and the product is not subjected to mechanical loads inconsistent with its intended use.

d- For outdoor installations:

- Maximum nighttime temperature must not exceed 40°C.

- Minimum nighttime temperature must not fall below -20°C (-4°F), unless otherwise specified in technical documentation;

- Maximum daytime temperature when the product is off must not exceed 60°C.

- The product must be switched on and off once daily, with an average annual operating time of 4,400 hours, strictly adhering to technical specifications and installation instructions.

- The product must be switched on within 30 minutes after sunset.

e- Regarding electronic ballasts, the luminaires equipped with this product comply with relevant IEC standards in effect at the time of purchase.

f- Maintenance shall be performed solely by qualified technicians following the product's accompanying instructions, and all modifications/repairs shall be conducted in accordance with the accompanying instructions after obtaining written authorization.

g- The customer has completed all Level 1 interventions as described in the product's accompanying manual.

h- The customer shall store any defective product (including light source) in its current state until EUROLUMEN completes the necessary inspection of the reported defect/malfunction.

i- For power supply components and LED-equipped products, the 5-year warranty period shall not exceed 22,000 hours of usage (equivalent to 12 hours of daily operation).

j- The customer must provide EUROLUMEN with a written description of the defect and supporting documentation within thirty (30) days of discovery. Failure to submit within this period shall result in forfeiture of rights.

k- The customer has paid for the product in accordance with the payment terms of the relevant sales contract.

l- The customer has submitted the product purchase invoice.

4- The warranty does not cover:

a- Product defects caused by unforeseeable and unpredictable events (i.e., accidents and/or force majeure, including electric shocks, lightning strikes, etc.) that cannot be attributed to defects in the product manufacturing process.

b- Defects caused by electrical interference (surge).

c- Defects resulting from improper technical operation or failure to use EUROLUMEN-specified

accessories.

5- If the product exhibits a defect covered by this warranty and meets the conditions specified in clause 4) above, EUROLUMEN shall be free to decide at its sole discretion whether to repair and/or replace the Product with the same or a similar product.

6- The warranty does not cover:

a- Any additional costs incurred for work required to remedy the defect (e.g., costs for assembling/disassembling the product, transporting the defective/repaired/new product, disposal, daily allowances, travel, lifting equipment, and scaffolding). Such costs shall be borne by the customer.

b- Any wear-and-tear components, such as light sources (excluding LEDs), batteries, mechanical parts subject to wear, and fans used for active heat dissipation in LED light source products; as well as software defects, vulnerabilities, or viruses.

7- EUROLUMEN employs innovative manufacturing processes for its indoor and outdoor products to ensure superior corrosion resistance, wear resistance, and anti-flaking properties. This warranty applies only if a defect exists that affects the product's structural/mechanical safety and is caused by a manufacturing process defect.

This warranty does not cover paint defects resulting from contact with the ground, chemicals, fertilizers, water containing corrosive components, or stray currents.

8- This warranty constitutes EUROLUMEN's sole and exclusive warranty to customers for its products, expressly excluding any other express and/or implied warranty rights customers may have under applicable law.

9- This warranty applies to product purchases effective from the invoice date. EUROLUMEN reserves the right to modify these warranty terms at any time at its discretion. Any changes to the warranty terms shall

apply to product purchases made on or after the effective date of such changes.