

NOW  
**5**  
YEAR  
WARRANTY

WARRANTY  
CONDITIONS



From November 1st. 2024

***Imagine where life will  
take you in 5 years***

*Kohl lighting will be  
there lighting the way*

Kohl Lighting guarantees its luminaires, as well as the equipment it distributes.

Upon establishment of the legal warranty, Kohl Lighting extends this warranty to cover manufacturing defects of the supplied luminaires for a period of 5 years from the invoice date. The determination of the product defect will be made at the sole discretion of Kohl Lighting, considering the overall performance of the product.

A decrease in light flux is a natural phenomenon throughout the LED's lifespan and is, therefore, not covered by the warranty.

## 1. WARRANTY TERMS & CONDITIONS

The limited conventional warranty is applicable only when:

1. The products are stored, installed, used, and maintained according to the technical specifications indicated on the product label (with special reference to voltage and operating temperature), the mounting instructions provided with it, and the information indicated in the respective catalogues or on the website.
2. Installation and maintenance tasks are performed by qualified technicians.
3. The reported defect affects the product's functionality.
4. The product has not been modified, altered, or treated in any way, with chemicals or otherwise, without prior written authorization from Kohl Lighting.
5. The product subject to warranty, if required by Kohl Lighting, must be available for further technical analysis for the necessary time to carry it out.
6. The defect has been communicated to Kohl Lighting in writing, via email, within 30 days from the date of receipt of the products (in the case of visible defects) or after their verification (in the case of hidden defects), including a photographic proof of the silver label on the product. For claims related to breakages, incorrect references, or quantities, you have 10 days to submit a claim. Any claim for breakages must be documented on the delivery receipt from the shipping agency.

When sending material for a claim, it is essential that the accompanying documentation is attached to the package to avoid rejection of the material, and the reason for the claim, article reference, quantity, date, and invoice number must be indicated.

In the event that Kohl Lighting acknowledges the defect, it will choose at its discretion whether to repair or replace the defective product or component with the same product or an equivalent one, taking into account the technical evolution of the products and their components. Any technical intervention or replacement (partial or complete) of the product carried out under the warranty will not in any case give the right to an extension or renewal of the warranty beyond the stipulated years from the invoice date. The repair or replacement of the product recognized as defective by Kohl Lighting does not include the costs or expenses of materials or labour for disassembly, uninstallation, assembly, or installation. Kohl Lighting is not liable and will not reimburse any consequential loss or indirect, compensatory, or other damages suffered as a result of a defective product, such as, but not limited to, assembly costs, on-site installation costs, potential downtime costs, loss of profits, or the overall costs incurred by the purchasers.

## 2. WARRANTY CANCELLATION CLAUSES

This conventional warranty does not cover:

1. Labor costs and expenses, equipment and warehouse costs, or any other additional costs related to and/or derived from any necessary intervention to repair the defect (such as, but not limited to, assembly, disassembly, and transportation of defective equipment, to be repaired or new products, which will be at the exclusive expense of the customer).
2. Electrical components subject to wear and tear, comparable to consumables (such as lamps, batteries, sensors, etc.).
3. Interruptions resulting from impulsive disturbances (surges) exceeding the limits set by IEC 61000-4-5 and IEC 61547 standards.
4. Potential remote-control systems (photocells, telecontrol modules, gateways, etc.) not supplied with the luminaire.
5. Plastic parts, such as polycarbonate or PMMA, subject to natural aging.
6. Product damage due to negligence, transportation, and unforeseen and unpredictable events not within normal use conditions as per section 1.1 (e.g., electrical discharges and lightning strikes).
7. Products that have switched on for more than 6,500 hours per year.
8. Luminaires not used for its intended purpose.
9. Kohl Lighting shall not be held liable under any circumstances for accidental, compensatory, consequential, indirect, special, or other damages. Kohl Lighting's liability for a product defect is strictly limited to the actual amount paid for the defective product.

This conventional warranty is the only warranty provided by Kohl Lighting and is granted with the exclusion of other warranties, explicit or implied, such as, for example, warranties of merchantability or fitness for a particular purpose. The exclusive remedies available to the buyer for any non-conformity or defect in a product are those provided for by this warranty. The performance and lifespan of LEDs are not guaranteed if the luminaires have been installed in environments containing chemicals incompatible with the LEDs. Our technical department is available to verify the compatibility of the LEDs we use in relation to the substances present in the environment where the luminaires are installed.

NOW

