

5 Years Manufacturer's Warranty

Ideal Lux guarantees to consumer the correct functioning of the product and the possibility of supplying spare parts for manufacturing defect for a period of 5 years from the date of the invoice and subjected to the warranty conditions expressed below.

Scope of application

The warranty applies to all products sold with Ideal Lux brand, including components (driver, LED modules) which have been invoiced by Ideal Lux after the 18th March 2018. The warranty is valid all over the world with the exception of the North America.

Conditions for warranty's validity as follows:

- The products installed must be subjected to an appropriate maintenance and cleaning and must be correctly installed respecting the applicable regulations and the assembly instructions supplied inside the box or available online.
- The energy supplies and the assembling accessories used to connect or install the products must be supplied or directly prescribed by Ideal Lux and must have the electrical, electronic and mechanical characteristics and /or the dimensional characteristics in compliance with the products' specifications to which they are combined.
- The supply voltage must respect the tolerances indicated in the product's specifications.
- The product must be used in adequate spaces and for proper usage depending on its technical and architectural characteristics declared in the product's documentation.
- The product has not been subjected to mechanical, heat or chemical stress with the exception of the ones in compliance with the expected use.
- The supply voltage and the environment operating temperature must respect the tolerances and ranges indicated in the product's specifications.
- The product did not get in contact with substances that can compromise the functions of the product (acid substances, salt, etc.) and was not subjected to extreme environmental conditions (sea, desert, industrial areas). The insurance for the damages caused by these above-mentioned factors must be agreed in advance with Ideal Lux.
- The faulty lighting source, whenever it can be replaced by the customer, must be immediately changed if it malfunctions or with the expiry of its life.
- The product has not been modified, altered or repaired by the customer or by any other users in any possible way. Only Ideal Lux can operate possible modifications, customizations or reparations.

Exceptions

- Damages, which do not compromise the functioning of the product or its structural or mechanical safety (e.g. scratches, dents).
- Damages occurred during the transportation.
- Damages caused by wrong procedures or functions during installation or by the wrong and negligent use of the product, such as inadequate maintenance or cleaning, wrong power supply, excessive humidity, excessive mechanical stress, collision or violent impacts, etc.
- Damages caused by irregular conditions regarding power supply compared to the operative conditions declared (Excess of load, short circuit, excess voltage, low voltage, etc.).
- Damages coming from software errors, virus, etc.
- Damages cause by force majeure (earthquake, flood, parasites, third party's actions, etc.).
- Components, which are subjected to use, ageing such as seals, plastic parts, cables, etc.
- Batteries' decay.
- Damages or costs attributed to items for which Ideal Lux declares the absence of any defects or malfunctioning.
- Damages or costs, which can be attributed or connected to reparation procedures or replacement of products such as travel and labour costs for the displacement and reinstallation of the lighting fittings; purchase or rent of lifting equipment or scaffoldings; delivery or disposal costs; missed profits; economic loss due to operative disruption, etc.

- Mortality is inferior to 0.6% every 1000 working hours for LED sources.
- Loss of luminous flux of LED sources that is less than 30% of the initial value, within the end of the useful life declared for the source itself.
- Any differences in tone and luminous flux due to subsequent product's supplies or to equivalent product's replacement.
- Humidity higher than 80% in the place of installation or in any case where environmental or installation conditions are incompatible with the IP degree declared for the product.
- Product's failures, which have been previously adjusted under warranty through replacement, reparation or discount on the price.
- All damages or loss caused by customer or user interventions, modifications or alterations on the appliances which cannot be attributed to product's defects or actions made by Ideal Lux. All damages or losses caused to the product and to third parties by replacement interventions, maintenance and / or repair of products in the absence of intervention and authorization by Ideal Lux.

Right of warranty request and return of the product

Warranty rights can be exercised during the established validity period, within 30 days from the date of receipt of the products (for visible defects) or immediately after the detection of the fault or malfunction (for hidden defects). The warranty request must be communicated by e-mail to Ideal Lux, indicating the respective purchase invoice to which the claimed product refers. Ideal Lux reserves the right to decide on the validity of a warranty claim. Presumed defective products must be returned to the company with the written authorization of Ideal Lux, intact and without having been modified, in packaging that conforms to transport safety. Ideal Lux is not responsible for any damage that may occur during the transport of the returned product. If the product is entitled to a warranty, Ideal Lux will replace it with an equivalent product as quickly as possible or send the spare part to be installed according to Ideal Lux's instructions. Replacements are subject to possible variations with respect to the original product, due to technological advances and / or changes with respect to the design and characteristics of the same. Performance under warranty does not extend the original warranty period; the warranty period for supplied / installed replacement parts expires in conjunction with the original product warranty period. All products supplied to replace the original products covered by warranty will benefit from the 1 year warranty from the date of delivery or installation. This warranty represents the full scope of the guarantees granted by Ideal Lux for the products and replaces any other express or tacit warranty. The legal relationship of the warranty is governed exclusively by the Italian law. The competent court is Venice.

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