

Special warranty conditions and information for LED luminaires and LED systems

LED technology has firmly established itself in the field of lighting technology. The classical separation of luminaires and light sources is no longer valid. Because of the special characteristics of LEDs and electronic components, specific standards for planning, installation and warranty become valid.

1. LED systems require special expertise for their planning and installation. Minimum, maximum and part lengths as well as minimum and maximum loads of modules or cable must often be considered. Individual components must be correctly matched (e.g. with regard to loads, cable properties, control systems).
2. Combining of our products with components sourced from other manufacturers relinquishes our control capacity and leads to a termination of the warranty.
3. Compatibility to products of other manufacturers is often non-existent, especially with control systems.
4. With LED systems, access to the components must be planned for (possibilities for inspection).
5. Prior to the installation of LED components (e.g. the bonding of LED strips into support profiles), a functional test must categorically be carried out (e.g. via a test construction).
6. A functional test must categorically be carried out prior to the installation of external components (e.g. glass walls).
7. With applications where components are exposed to humidity or dust, protective measures must be provided on-site.
8. ESD directives must be categorically adhered to during installation.
9. LED systems often consist of expensive and sensitive electronic components; conscious and careful handling is therefore recommended.
10. When handling with or without tools, LEDs, connectors and other electronic components as well as strip conductors must not be loaded. An exception is the bonding in of LED modules: here a careful pressing in with clean fingers is possible. Transverse forces to components should generally be avoided.
11. Filings (e.g. from drilling, sawing or filing) occurring during installation must categorically be removed (danger of short-circuiting or bypassing).
12. Prior to the installation and especially the bonding of LED components, cleaning of the housing/support profiles must be carried out. Dust, soiling, grease and filings must categorically be removed with suitable cleaning agents and utensils.
13. Plug connections must be correctly 'plugged'. Do not horizontally or vertically offset connections or rotate them by 180°. Insert connectors completely and straight to ensure optimal contact. Do not kink plug connections!
14. Categorically adhere to correct polarity (plus, minus, signal lines).

15. Despite possible special protection of components, polarity protection, short-circuit protection, overload protection and temperature protection cannot be assumed. If bought LED circuit boards only please make sure that surface temperature of board will be not higher than 50° C. Otherwise lifetime of LEDs become much shorter.

16. a) Brightness and colour deviations with LEDs are normal due to the conditions of manufacturing.
b) Such deviations may also occur because of the mixing of various batches (due to complex manufacturing processes, technological development) especially with part deliveries, subsequent deliveries, repeat orders, storage with distribution partners etc. No guarantee may be assumed in such cases!

17. Premature failure of individual LEDs or LED chains cannot be completely ruled out.

18. Replacement of individual LEDs, LED modules and other components at the end of their life cycles is usually not possible.

19. LEDs have extremely high luminance values. Therefore never look directly into switched on LEDs.

20. The photometric characteristics of LED luminaires and modules cannot be easily described, calculated and planned. The customer bears the risk of characteristics varying from individual expectations. We recommend carrying out photometric tests with a sample beforehand.

21. a) Typical parameters of the electronic components and LEDs may be modified by technical innovations and manufacturing conditions. These modifications are carried out without specific notification.

b) Mixing of various batches within the distribution chain cannot be excluded.

22. LED products are excluded from return!

23. Otherwise legal regulations are valid.

Failure to observe the points specified above leads to the expiry of all warranty claims. Liability for damage and for damages consequential to defects is expressly excluded with non-observance of the points specified above.

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