

Invisua Lighting Warranty policy



1. introduction

1.1 This document sets forth the warranty policy of the products of Invisua Lighting ('Invisua') from which you ('Purchaser') purchase your products.

1.2 The warranty is only applicable to the party purchasing the products directly from Invisua Lighting (hereinafter referred to as: 'Purchaser').

1.3 This policy is only applicable to Invisua branded products sold in Europe and installed from July 2015 onwards. Warranty conditions on previously installed products remain unchanged.

1.4 Purchaser receives this 'standard warranty' by default. On request, an 'extended warranty' or 'customized project warranty' can be agreed after evaluation of the specific application conditions.

2. Limited warranty

2.1 The delivered good must have the properties and quality customers can expect on the basis of the agreement.

2.2 Invisua warrants that each product, during the agreed period of warranty, will be free from defects in material and workmanship.

2.3 If an Invisua product fails to operate in accordance with this warranty statement, Invisua will, if possible, repair the product. If not repairable, Invisua will provide a free replacement of the failed product subject to the limited warranty term and conditions set in this document.

2.4 The standard warranty on Invisua fixtures, drivers and power supplies is 3 years from the date of manufacture when properly installed (according to the installation documents to be found in the download section of the Invisua website) and used by way of the luminaire and power supply required and respecting maximum ambient temperature (35C).

2.5 The warranty on the accessories of Invisua is 2 years.

2.6 Warranty period is based on a maximum of 4000 operating hours per year. In case of more than 4000 hours/year, the warranty period will be adjusted pro-rata.

2.7 Product has to be applied in accordance with Invisua specification, guidelines and installation instructions, and with usage in accordance to IEC switching cycles.

2.7 Defects caused by normal wear and tear, improper handling or lack of maintenance, never fall under the provisions of Article 2.4 and 2.5 guarantee.

3. Terms and conditions

3.1 If Invisua chooses to replace the product, and it is not able to do so because it has been discontinued or is not available, Invisua may refund the purchaser or replace the product with a comparable product (that can show small deviations in design and product specification).

3.2 This warrantee shall be void in the event any repairs or alternations, not duly authorized by Invisua in writing are made to the product by any person.



3.3 This warranty does not apply to damage or failure to perform arising as a result of any Acts of God or from any abuse, misuse, abnormal use or use in violation of any applicable standard, code or instructions for use, including without limitation, those contained in the latest safety, industry and/or electrical standards for the relevant region(s).

3.4 Invisua reserves the right to make the final decision on the validity of any warranty claim.

3.5 The non-conforming or defective products shall become Invisua's property as soon as they have been replaced.

4. Warranty claims

All warranty periods mentioned are subjected to an Invisua representative having access to the failed product or system for verification of non-compliance. Guarantee claims have to be reported in writing to the Invisua Headquarters within 30 days after discovery, specifying at least the following information (additional info may be required on request):

- details of the failed products;
- installation date and invoice date;
- detailed problem description, number and % of failures, date-code of failure;
- application, hours burned and switching cycles;
- where a warranty claim is justified, Invisua will pay for freight expenses.

Invisua may charge customer for returned products that are not found to be defective or nonconforming together with the freight, testing and handling costs associated therewith.

5. Limitations and conditions

5.1 This is a limited warranty and excludes, among other items, installation, providing access to products (scaffolding, lifts, etc.), and special, incidental and consequential damages (such as loss of revenue/profits, damage to property or other miscellaneous costs not previously mentioned).

5.2 Upon request, Invisua's representatives have to be allowed to access the defective product or application for verification of non-compliance.

5.3 Invisua cannot be held liable for electrical supply conditions, including supply spikes, over-voltage/under-voltage and Ripple Current control systems that are beyond the specified limits of the products and those defined by relevant supply standards (e.g. EN 50160 norms).