

Delta LED Lighting EMEA General Warranty Statement

Delta's liability for defects is limited to the terms and conditions of this warranty as per Table 1 & Table 2. The warranty is not transferable and can be only applied by the Purchaser. The rights arising from the warranty (a claim in respect to the warranty) may not be transferred to a third party. The warranty applies to defects in the material and workmanship. Delta is not liable for any defects in the goods that are caused by natural wear and tear, damage during transport, incorrect use, maintenance, storage, or any other circumstances beyond immediate control by Delta. The warranty applies if the product is installed and used according to the provided instructions for use and the existing regulations. The warranty will cease if the goods are repaired, modified, or opened by any person other than a person authorized and approved by Delta.

Delta provides a warranty for the goods sold in all product lines as per Table 1. The warranty only covers goods that always have been operated within permissible specification according to the product datasheet and have been installed, put into operation, and utilized in accordance with installation and operation installation.

The warranty exclusively covers product failures that were caused by proven defects in material, design, or production. The guarantee period commences on the date of the purchase invoice by the guaranteed beneficiary. All defects in the goods must be reported by the Purchaser in writing and immediately after they're inspected, in no event later than expiry of the warranty period. The Purchaser is not entitled to remove defects of the goods itself or through a third party, otherwise the warranty for the goods shall cease to exist. Since Delta products are subject to ongoing development, Delta reserves the right to deliver replacement in the form of an equivalent product and if necessary, offer component replacement.

Guarantee claims shall especially, without limitation, be excluded in the following cases:

1. Damages caused by the Purchaser and/or another (third) parties.
2. Damages due to natural disaster events.
3. Damages incurred due to incorrect way of use, unpermitted use of goods for purposes other than the ones they are designed for by their character or use in connection with other equipment that the manufacturer permits or recommends.
4. Damages caused by voluntary adjustments and/or repair performed in any way other than those determined by Delta within the complaint procedure.
5. Damages caused by wrong (wet, dusty, chemically aggressive) storage environment.
6. Defects caused by incorrect electric connection.
7. Defects caused by failure to comply with the principles of use.
8. Defects caused by mechanical damage of the goods, including any contingent damage, including but not limited to damage of plastic parts, or any goods whose electric part is damaged by unprofessional intervention, pre-stress in the network or by electro-static discharge.
9. Defects caused by use of any components other than those recommended by Delta.
10. Damaged due to bad weather conditions or extremely unusual operating conditions.
11. Goods with defaced labels or any other protective marks, or with removed or defaced serial manufacturing number.
12. Defects caused by incompatibility between the goods and the installation environment or by using incompatible components when repairing the goods.
13. Mechanical and plastic components subject to natural wear and tear and natural aging



related changes in coloration.

14. Natural change of LED light color according to the state of the art.

Delta does not cover the costs of returning the defective guaranteed product. Also not included in the warranty are the cost of installation, dismantling, transport, labor, planning, project management or material costs or costs of fault tracing or consequential damages or lost profit or third-party liability

Delta will not accept any financial compensation unless approved in writing.

Delta reserves the right to make a final decision in respect of the complaint. After examination, if the quality claim proves to be wrong, Delta reserves the right to charge the Purchaser the testing costs. If various warranty periods are shown in the technical data sheets, on the goods, in the packaging or in the attached instructions for use, to avoid any doubt, the shortest of the warranty periods shall apply.

These Guarantee Conditions shall exclusively be governed by Dutch law. Delta reserves the right to change or amend these Guarantee Conditions at any time in its sole discretion with effect for the future.

In Hoofddorp, 01-06-2024

Delta Electronics Netherlands BV



Table 1. Warranty terms & conditions

Terms & Conditions
<ul style="list-style-type: none"> • Check Table 2 for operating hour conditions per product family. • All warranties are based on ambient temperature of 25°C. • The voltage should not exceed the specified limit in datasheet. • The relative humidity at the location of luminaire installation must not exceed 80%. • The electrical equipment housing the luminaire must not be exposed to voltage fluctuation in the electrical power network beyond the range of +/- 10%. • The luminaire should not be exposed to mechanical and/or chemical stress that exceeds the designated use of the goods. • The initial light output of the LED module is expected with a tolerance of + / - 10%

Table 2. Warranty durations per product family

Product Group	Operating hour ranges		
	Up to 4000h/year	Up to 6000h/year	>6000h/year
Staccato family	10 years	7 years	5 years
Legatto Radiant	7 years	6 years	5 years
Highbay EKO	5 years	5 years	3 years
AMBIS family	10 years	7 years	5 years
AMBIS ECO	5 years	4 years	3 years
Vega	5 years	4 years	3 years
Stratus	5 years	5 years	5 years
Altos Tubular IP65 & IP69	5 years	5 years	5 years
Altos Tubular Outdoor	3 years	3 years	3 years
AlbedeoEco family	5 years	5 years	3 years

* All warranties are based on ambient temperature of 25°C.

* Products with integrated sensors are excluded from this list. All such products come with a 5-year warranty.