

GENERAL CONDITIONS: 3 years warranty

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ZALUX products are well-known for innovative technologies, a long service life and highest quality. You benefit from this with high operational reliability and efficiency.

This level of reliability benefits you in the form of high economic efficiency and a high level of operational safety. In order to best meet your expectations you get 3 years warranty on all ZALUX with a nominal service life < 50,000 operating hours, plastic luminaire components, gear trays and FL luminaires. 1

Maximum quality standards

The 3-year warranty applies to all ZALUX products which have demonstrably failed within this warranty period due to a material, design or manufacturing defect. The guarantee period begins with the purchase of the product (invoice date)

Proper use of the products

An essential prerequisite for obtaining your warranty rights is the proper use of the products, depending on the individual product and the specifications for its application. No modifications may have been made which alter the original delivery condition of the product. Installation must always be performed by qualified specialist personnel on the basis of the enclosed assembly instructions.

Warranty conditions

ZALUX acknowledges any warranty claim. The decision is based on the cause analysis of the faulty devices, which you please send back to ZALUX S.A. free of charge. You can obtain the return authorization (RMA) for this from the responsible clerks in our sales offices.

In the acknowledged case of warranty we offer you a free repair, free replacement or a credit note depending on the respective case. Additional costs such as removal and installation costs, travel and set-up costs, shipping costs and other consequential damages are not covered by this warranty agreement. ZALUX reserves the right to charge testing, repair, and shipping costs if it can be proven that it is not a case of warranty.

The warranty covers material, design and/or manufacturing defects and applies to the entire product. Excluded from the warranty are defects caused by insufficient maintenance and/or normal wear off according to the nominal service life stated in the technical documentation of the product. Also excluded from this warranty are products that have been tampered with, their serial number damaged, modified or removed, as well as batteries, bulbs, and other wearing parts. Legislative warranty claims are not affected by this regulation and are valid independent of this.

1 A Failure rate over 10 % would require additional investigation before taking it into consideration