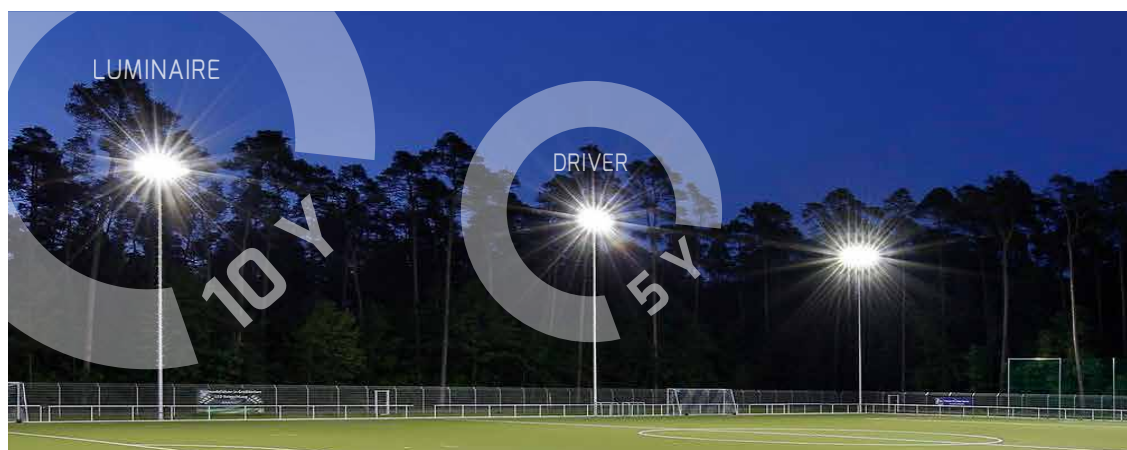


# Warranty for AAA-LUX products



*This document describes the warranty options available for AAA-LUX products, from Januari 2024. This includes the WS-series, WS-STAD-series, and AL-series, suitable for illuminating large areas, sports fields, and stadiums.*

## Warranty Period

The standard warranty period for AAA-LUX luminaires is 10 years for the luminaires and 5 years for the driver, when the lighting system is equipped for remote diagnostics. Warranty can be extended by applying for an extended warranty & maintenance package. In case there are no remote diagnostics possible, for example because the InControl devices are not present or not connected to the AAA-LUX server, the maximum warranty is 5 years.

	Warranty Period	WS-Series	WS-STAD-Series	AL-Series
Remote System Diagnostics	Standard Warranty			
	10 years for the luminaire 5 years for the driver	1.000 hours p/y	1.000 hours p/y	4.000 hours p/y
	Extended Warranty & Maintenance Package			
	Extended warranty on the driver, against extra cost	Upon request	Upon request	Upon request
NO Remote System Diagnostics	Standard Warranty			
	Maximum 5 years for the luminaire 5 years for the driver	1.000 hours p/y	1.000 hours p/y	4.000 hours p/y

## Normal use

Based on extensive usage records normal use in sports field applications is determined as a maximum of 1,000 burning hours per year. Normal use in industrial applications has been identified as a maximum of 4,000 burning hours yearly. Burning hours are defined as the total hours that the input voltage is applied to the luminaires, including stand-by mode. Products need to be used within the given specifications in the respective datasheets.

## Assessment

Warranty claims can only be valid when:

- The product is installed according to the AAA-LUX installation instructions.
- Normal use of the luminaire, explained in the previous chapter, within the product specifications, explained in the datasheets. It means AAA-LUX must assume the luminaire is installed in an environment where it is designed for, and the burning hours are limited to the mentioned yearly maximum.
- The project is under a normal maintenance cycle, as stated in the Maintenance Instructions & Checklist for AAA-LUX luminaires. We strongly recommend agreeing on a maintenance contract with a AAA-LUX Reseller or Certified Installer.
- In all cases AAA-LUX must be allowed and facilitated to obtain log data from the control logger for remote diagnostics. Please read the chapter "System Diagnostics".
- The process as indicated in the leaflet "Service & Repair" is being followed.
- The warranty period of all InControl devices, is 2 years after delivery.

In the case of repair or replacement of the product after approved claims, the original project warranty connected to the original purchase order remains valid. No renewed warranty period will be started. The exact reimbursed cost are explained in the AAA-Support Leaflet "Service & Repairs".

## System Diagnostics

Protecting the equipment and preventing technical issues from occurring is the responsibility of us all. The environment, the infrastructure, maintenance & cleaning and the way luminaires and controls are used, play an important role in the well-being of our equipment.

Remote System Diagnostics helps us to understand the behavior and health status of our products in use. Therefore, enabling AAA-LUX to access the controls with log data is mandatory. It can lead to repairs or preventive actions, or recommendations in terms of product use and maintenance. Such recommendations must be followed.

## Related documents

- Maintenance Instructions & Checklist for AAA-LUX luminaires
- Datasheets and Installation Manuals of the respective luminaires and InControl devices

## More information

Other aspects of the warranty claims are defined and specified in the Terms & Conditions of AAA-LUX, chapter 6, Complaints & Guarantee.

All AAA-LUX LED floodlights are developed, produced, and distributed by AAA-LUX BV and contain AAA-LUX BV owned IP.

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