

# TOTAL PERFORMANCE SYSTEM WARRANTY AFFINIUM®

KOLEDO is pleased to provide the following warranty for the periods shown below. This warranty covers KOLEDO LED components operated on a Philips or approved Meanwell power supply when installed by a certified installation company. KOLEDO warrants each KOLEDO LED component installed on a Philips or approved Meanwell power supply to comply with its respective published specifications, to be free from defects in material, workmanship, title, and to operate from the date of manufacture for the time periods and subject to the Terms and Conditions specified below. If a KOLEDO LED component fails to operate for the warranty period, KOLEDO will provide a free replacement component in accordance with the Terms and Conditions set forth below. If a Philips or approved Meanwell power supply fails to operate within the warranty period, KOLEDO will provide a free replacement power supply in accordance with the Terms and Conditions set forth below.

KOLEDO Affinium products:	Warranty Period*	Extended Warranty
Posterbox 450 Outdoor series	5 years	7 years(for Posterbox and LS512)
Posterbox 450 Indoor series	5 years	
Posterbox 460 series	5 years	
Posterbox 452s series	5 years	
LED String LS512	5 years	
High Power LEDstring	2 years	
Medium Power LEDstring	2 years	
Low Power LEDstring	2 years	
LEDString SMD304	3 years	
<b>Accessories</b>		
Philips LED power driver 20W/60W/80W/100W/120W	5 years	

\*Warranty Period is based on typical 7.000 hrs/yr. operation on a continuous burning cycle of 24 hours, at maximum operating and environmental conditions; other operating cycles may affect warranty period. The warranty period of 2 years begins on the date that the product is delivered to the end-customer, but no later than 6 month after the product was shipped by Koledo.

## TERMS AND CONDITIONS

This warranty only applies when KOLEDO LED components and KOLEDO explicitly authorized power supplies are properly wired and installed together as a system; are operated within the electrical values shown on the Philips or approved Meanwell power supply label; used in lighting equipment designed and approved for the application and in environmental conditions (temperature, humidity) within the normal specified operating range of the system. This warranty does not apply to any abnormal use or use in violation of any applicable standard, code or instructions for use in installations including those contained in the latest National Electrical Code (NEC), the Standards for Safety of Underwriters Laboratory, Inc. (UL), Standards for the American National Standards Institute (ANSI), in Canada, the Canadian Standards Association (CSA), Europe (CE), Australia (C-Tick). This warranty will not apply in the event of conditions demonstrating abnormal use or stress, including under/over voltage conditions, excessive switching cycles or operating hours. Replacement of KOLEDO LED components with LED components of other manufacturers will void the entire warranty. Replacement of the Philips power supply with any other power supply will void the entire warranty.

In order to extend the warranty for the LED String LS512, please send an email to [customerservice@koledo.nl](mailto:customerservice@koledo.nl) with subject: Extended Warranty Registration, and you will receive a file where you can fill in your detailed information including overview pictures of the installation and your warranty period will be extended as indicated above.

### WARRANTY SERVICE CLAIMS

KOLEDO must issue a RMA (Return Merchandise Authorization) for all requests for warranty review. To expedite service, please contact KOLEDO's Customer Service Manager by calling +31 (0)88 007 1222 or send an email to [customerservice@koledo.nl](mailto:customerservice@koledo.nl). If you are unsure whether a situation exists that is covered by this warranty, please contact KOLEDO Customer Service for assistance.

### RETURN OF DEFECTIVE PRODUCT

After contacting KOLEDO and receiving the RMA, the purchaser/user shall promptly return the product after receiving instructions regarding if, when and where to ship the product. The product must be returned within 10 days of receiving the return form. The shipping box must be clearly marked and the RMA should be included. Failure to follow this procedure shall void this warranty.

#### REPLACEMENT OF PRODUCT, LIMITS OF LIABILITY

The foregoing shall constitute the exclusive remedy of the purchaser and the sole liability of KOLEDO for KOLEDO LED warranties. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. In no event shall KOLEDO be liable for any other costs or damage, including lost profits or revenues, incidental, special or consequential damage.

Warranty applies under the following additional conditions:

- Registration of the product and end customer directly after installation, by sending an email to [customerservice@koledo.nl](mailto:customerservice@koledo.nl) with subject: Extended Warranty Registration
- The registration must be received within 14 days after installation of the LED products, with a maximum of 6 Month.
- LED products must be used with Koledo prescribed drivers and accessories.
- The annual usage time of the products may not exceed 7.000 operating hours.

After KOLEDO tested the products and these are declared defect due to defects in production, the products shall be exchanged. KOLEDO may also issue a credit note for the current market value of the product. Replacements of LED products may differ from the original product because of technical advancements and usage-related changes in light-output or light colors of the LED products.

KOLEDO reserves the right to examine all failed KOLEDO LED components to determine the cause of failure and patterns of usage and reserves the right to be the sole judge as to whether any KOLEDO LED components are defective and covered under this warranty.