



RZB guarantees its LED luminaires for **five full years**

We make our products with utmost care using only the best quality materials. Both our raw materials and finished products are subject to extensive testing.

However, should there be cause for a warranty claim, please call us on +60 (0)3 5879 1511 or email us on info.asia@rzb-lighting.com

We guarantee our LED luminaires products (with lifetime of 50,000h L70 B10 as stated in our specification sheets) for five full years as from the date of the invoice, pursuant to the following provisions hereof:

1. This warranty is only valid insofar as the product is used in accordance with our product and usage specifications (data sheet and product standards), and if the product is installed and commissioned in a professional manner in accordance with the product installation instructions, which are enclosed with the product. Under no circumstances is the product to be subjected to a nonconformant/inadmissible mechanical load. In addition to that, the product must not come in contact with substances such as sulfur, acids, or fat, whose properties – according to common knowledge - could impair the functionality of LED luminaires, nor must the ambient temperature or the voltage exceed or fall below the permitted limits as indicated on the relevant data sheet. Performance under this warranty based on product failures caused by extreme environmental conditions (oceanic or desert climate) shall be subject to prior written agreement with the manufacturer.
2. This warranty applies solely to (a) product failure that is attributable to any proven manufacturing defects (materials/workmanship/design) and (b) failure rates that exceed the nominal failure rates. The nominal failure rate for electronic devices and components such as LEDs shall be deemed to be 0.2% per 1000 operating hours for the purposes of this warranty, provided that a different nominal service life and failure rate of a device or component is not indicated in the product and usage specifications (data sheet).

3. In the event a product malfunction/failure that is covered by the warranty is notified to us during the warranty period and such notification is accompanied by the relevant proof of purchase, we are entitled to decide in our sole discretion whether to repair the product at one of our facilities or replace the product.

This warranty is a replacement and spare-parts warranty.

Any replacement product or spare part may contain new or reconditioned elements whose reliability and performance are equivalent to that of new products/components.

“Reconditioned elements” are used parts or products that have been reconditioned and thus are not brand new. However, the post-reconditioning performance and reliability of such products or components are the equivalent of new products or components.

Pursuant to sections 1 and 2 hereof, we guarantee that replacement products or components will be free of manufacturing defects (materials/workmanship) during the remaining term of the warranty for the product that was replaced or into which such components were integrated.

The dimensions and design of a replacement product may differ from those of the original product to a reasonable extent.



4. This warranty does not cover the following:

- damages or defects caused by any use, operation or handling of the product that does not comply with the intended use;
 - any changes that – according to the state of the art - are normal in light-emitting diodes, such as a loss of brightness of up to 0.6% per 1000 operating hours, or any changes in parameters, electrical properties or the light emission of the LEDs, as well as changes in the light colour that are due to the normal ageing of the product.
 - damages or changes to the product as a result of improper use, including the connection or use of the product for any purpose other than the intended purpose, or nonconformance with any information, data sheets, operating instructions and technical data or relevant product standards provided by RZB;
 - damages caused by the connection or use of the product in a manner that is contradictory to the applicable technical or safety laws and standards of the country in which the product is being used;
 - purchased electronic components, products and luminaires which RZB resells under a third-party's brand, as well as purchased (non-RZB) luminaires;
 - consumable items, such as batteries, seals, plastic elements;
 - any changes or repairs effected in the product without our prior written consent.
 - emergency lighting products shall be excluded from this warranty and shall be governed by a separate agreement;
5. This warranty is valid for a maximum service life of 4,500 operating hours per year, which corresponds to the generally recognized standard value for normal professional applications.
6. Application of this warranty shall be excluded for any ancillary costs arising from or in connection with elimination of a product defect. Such costs shall include the following without limitation: dismantling and mounting the product at its original installation location; shipping any defective, repaired or (new) replacement product; disposing of any product; driving/travel time; scaffolding; equipment. Any such costs shall be borne by the customer. In addition, any liability for damages shall be excluded.
7. This warranty shall be without prejudice to any statutory warranty rights, which shall apply independently of and in parallel with this warranty. In addition, our general terms and conditions of contract shall apply.
8. This warranty shall be governed by the laws of the Malaysia, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). The place of jurisdiction for any dispute resulting from or in connection with this Agreement shall be Kuala Lumpur, Malaysia.