

Warranty Policy

For Professional LED Outdoor & Industrial Luminaires

LED Street Light Series

This document sets forth the warranty policy of the LeKise Lighting Co, Ltd. (“LeKise”) from which you (“Purchaser”) purchase your professional LED Outdoor & Industrial Luminaires. This policy is applicable only to LeKise branded professional LED Outdoor & Industrial Luminaires (“Products”) purchased as from 1 August 2013 within countries outside of Thailand

This warranty policy is subject to the provisions as set forth herein and is subject to the terms and conditions as attached to this document (“Warranty Terms and Conditions”).

This warranty policy only applies if referred to in a sales contract between LeKise and the Purchaser and it will replace the standard warranty clause provided in the LeKise general terms and conditions of sales.

A. Warranty Period

Subject to the provisions as set forth in the Warranty Terms and Conditions and as set forth hereunder, Purchaser receives the warranty for the applicable period, as described in table hereunder.

Table: Warranty period for LeKise LED Street Light Series

Professional LED Outdoor & Industrial Luminaires LeKise LED Street Light Series	Limited Warranty	Extended Warranty
Novalux™ Pro	5 years	By Application
Novalux™	3 years	By Application
NovaPhot™	5 years	By Application

B. Special Conditions

- The warranty period starts on the date of invoice.
- The warranty period is based on a burning behavior of maximum 4,000 hours/year with maximum one switching per day.
- Dimming and network control systems have no influence on the warranty period
- The warranties are VOID if any component in the product is modified or changed of factory setting or replaced with components of other manufacturer.
- The warranties are VOID if Purchaser or the user fails to comply with applicable instructions and recommendations of LeKise and in the event of conditions demonstrating the abnormal use or stress, including under/over voltage conditions, excessive switching cycles, and operation at final installation at an ambient temperature exceeds than the normal specified operating range of the system or exceeds the IP rating of the product.
- The warranties are VOID for the products which have been modified or have had the serial number altered, defaced or rendered illegible.
- The warranties are VOID if the product has been serviced by personnel not authorized by LeKise.
- LeKise shall not be responsible for any failure of its products that result from external causes, including but not limited to acts of God; power surges that exceed product specification; improper power supply; fault or negligence of the Purchaser or consequent user(s); improper or unauthorized use, installation, handling, storage, alternation or service; any abuse, misuse, abnormal use or use in violation of any applicable standard, code or instructions for use in installations such as 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) etc.; or any cause other than a defect in the material or workmanship of the product itself.
- By default, Purchaser receives above mentioned as a “Limited warranty”. On request, an “Extended warranty” or “Customized project warranty” can be established and agreed upon after evaluation of the specific application conditions by LeKise’s representative.
- Purchaser shall not rely upon any other information or documentation.
- This limited warranty covers the failed product(s) to be replaced based on “Available Ratio”: Remaining warranty period by Total warranty period of its product. In case of the Available Ratio is less than 0.5, “PRODUCT REPLACEMENT” will be applied otherwise “PRODUCT REPAIR” will be applied.
- In case of the PRODUCT REPAIR is applicable during the warranty period, LeKise will repair the failed product, at its option, at no charge, or pay for the new or rebuilt replacement part(s) and the labor at any LeKise’s authorized service facility.

- To obtain the PRODUCT REPLACEMENT or PRODUCT REPAIR, buyer shall complete “Customer Product Quality Complaint Report” and contact local LeKise’s authorized distributor or service facility within 30 days of noticing the defect. Upon confirmation, buyer shall deliver the failed product freight prepaid in its original package or packaging affording an equal degree of protection.
- In any case of PRODUCT REPLACEMENT OR PRODUCT REPAIR, warranty period of the replacement unit will only be adjusted to the maximum remaining period of the product(s) which being replaced.
- In case of LeKise chooses the PRODUCT REPLACEMENT and is not able to do so because it has been discontinued or is not available, LeKise may replace it with a comparable product.
- LeKise reserves the right for final explanation and conclusion of the failed product analysis in according to LeKise’s standard product failure investigation and analysis practice.
- LeKise reserves the right to change the warranty period without prior notice and without incurring obligation and expressly disclaim all warranties not stated in this limited warranty.
- PRODUCT REPLACEMENT OR PRODUCT REPAIR AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER. LEKISE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE OR LOST PROFITS FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

C. Summary of Warranty Terms and Conditions (non-exhaustive)

- This warranty policy is valid only for products sold in countries outside Thailand.
- Products have been purchased directly from a LeKise or LeKise’s authorized distributor.
- Proof of purchase is available for inspection by LeKise or LeKise’s authorized distributor.
- Products have been properly installed in according to product installation guideline/manual and operated within its specified operating conditions.
- Adequate records of operating history are kept and available for inspection by LeKise or LeKise’s representative.
- A LeKise’s representative will have access to the failed Products. If the Products or other parts become suspect, the representative shall have the right to invite other manufacturers’ representatives to evaluate the lighting systems.
- For purposes of clarity, "PRODUCT REPLACEMENT or PRODUCT REPAIR" does not include any reinstallation costs or expenses, including without limitation labor costs or expenses.