

PRODUCT WARRANTY

A product with a manufacturing defect will be replaced with a new product during the warranty period (see below) provided that the product was installed and used as specified in the manufacturer's instructions. The product warranty does not apply to expected failure for electronic components. The expected failure rate of the product is specified in the technical documentation (datasheet) for respective product. Generally, no compensation is paid for replacement costs, but full or partial compensation may nonetheless be paid out on a case-by-case basis for purposes of goodwill. A claim for such compensation must be submitted in advance and approved by us in writing.

TRIDONIC warranty periods for various product groups

8-year product warranty – extended warranty is specified in the respective data sheet

LED modules, LED drivers, and electronic ballasts (e.g. LED Industry & PC Industry product group)

For select LED components (LED light sources, LED drivers) and drivers, an 8-year product warranty is given from the date of manufacture listed on the product. The maximum warranty period is 102 months (8 years plus 6 months for manufacture, stocking, shipping).

5-year product warranty

LED modules, LED drivers, electronic ballasts and controls (e.g. LED TALEXX, LC, LCA, LCU, PC, PCA, PCI, TE, luxCONTROL product groups)

For products with an expected service life of 50,000 hours, a 5-year product warranty is given from the date of manufacture stated on the product. The maximum warranty period is 66 months (5 years plus 6 months for manufacture, stocking, shipping).

3-year product warranty

LED drivers and electronic ballasts (e.g. TEC, TE Viper, PC Top product groups)

For products with an expected service life of less than 50,000 hours, a 3-year product warranty is given from the date of manufacture stated on the product. The maximum warranty period is 42 months (3 years plus 6 months for manufacture, stocking, shipping).

1-year product warranty

Emergency light battery (Accu product family)

For the Accu product family, a 12-month warranty is given from the delivery date for rechargeable emergency batteries with a physical nominal service life of ≥ 4 years.

FENO warranty periods

3-year product warranty

We offer a 3-year product warranty.

LUMITECH warranty periods

3-year product warranty

We offer a 3-year product warranty.

WELIGHT warranty periods

3-year product warranty

LEDtape, LED light sources & LED dimmers

We offer a 3-year product warranty.

5-year product warranty

LEDtape, LED light sources & LED dimmers

We offer a 5-year product warranty for use of LEDtape or LED light sources from WELIGHT in combination with LED drivers from TRIDONIC and LED dimmers from TRIDONIC, FENO or WELIGHT.



WARRANTY & DELIVERY TERMS

WARRANTY

Wennerström Ljuskontroll AB provides a warranty under the following terms and conditions:

- The suppliers' products may only be used as indicated in the given product and usage specifications. The temperature and voltage limits must not be exceeded, and the product must not be subjected to mechanical load.
- The warranty for electronic ballasts only applies if the product is installed together with light sources that comply with IEC specifications.
- The warranty only covers defects caused by material defects, design defects, or production defects exceeding the nominal failure rate. The product's nominal service life and nominal failure rate are specified in the technical documentation.
- The suppliers are not responsible for the power supply conditions, including transient voltage spikes, over/under voltage, current ripple outside of the product's specified limit value and the limit values set according to the current standard for delivery (e.g. standard EN 50160).

Implementation of product warranty

In case of malfunction exceeding the nominal failure rate, the respective supplier (based on its technical analysis of defective products) at its own discretion will decide whether the defective products will be repaired, replaced with an equivalent replacement product, or credited. The customer or the end user shall bear the costs for removal and installation as well as shipping costs for sending in and sending back the products. All other costs, such as replacement costs in connection with installation, costs stemming from faulty installation, or other damage and/or consequential damages are not covered by this product warranty.

The indicated service life is achieved if the lighting components are used in accordance with the conditions specified by the manufacturer, applicable international standards, and local regulations. All electronic products with an expected failure rate require continuous monitoring which must be documented in writing.

Due to the statistical failure rate for electronic products, systems with electronic ballasts, rechargeable emergency batteries, and LED light sources require regular maintenance. For this reason, such products must always be installed in an accessible location. When installing products, the need for easy maintenance must be taken into consideration so that maintenance costs can be limited. If simple product replacement has not been made possible through earlier measures, the end customer must be informed of the additional future costs which may be associated with normal maintenance. When designing and installing luminaires, bear in mind that control units, ballasts, rechargeable emergency batteries, and/or LED light sources with associated drivers may need to be replaced before their nominal service life has expired.

Further information for LED modules

The warranty terms and conditions only apply to failures that exceed the nominal failure rate. Due to technical development and the change in luminous flux for products that relate to usage, there may be differences in the photometric conditions between replacement or additional LED modules and the original products.

Submission of warranty claims

For warranty claims, the warranty must be invoked without delay through immediate return of the defective products to investigate the legitimacy of the warranty claim.



If you have any further questions about our warranty terms and conditions, please contact our Customer Service at info@wlk.eu.

Products from Wennerström Ljuskontroll AB satisfy the highest possible reliability and performance requirements, and are manufactured in quality-assured production plants both within and outside of Europe. Safety and responsibility are key components of our successful business concept.

[Report a claim](#)