

ARCLITE® Lichtvertrieb GmbH, Marie-Curie-Strasse 11, 22941 Bargteheide/Germany,
hereby grants the following Warranty on Luminaires:

ARCLITE® Lichtvertrieb GmbH (ARCLITE) guarantees as a rule and in accordance with the published technical data sheets or catalogs in the latest version, that the luminaires being sold under the brand ARCLITE are free from manufacturing defects and/or material defects during the warranty period specified in the product data sheet.

Our luminaires are mainly manufactured in Germany, by using the best quality components and observing high quality standards. Our luminaires are intensively tested in accordance with the applicable regulations and beyond, only then are they packed for shipping. In the rare event of a complaint, please contact us by telephone under +49 (0) 4532 2868 0 or by email to info@arclite.de .

We only grant a warranty for ARCLITE LED luminaires, valid from the date of invoice, under the following conditions; we do not accept any other conditions.

1. The submission of the according ARCLITE invoice for this order, is the prerequisite for claiming the warranty.
2. The warranty granted is expressly only valid, in case our luminaires and their components or accessories are in regular use and in accordance with the currently available product and application specifications, according to the data sheet and description, as well only in case they have been installed and are being operated professional and in accordance with the currently available assembly instructions.
The luminaires must not be exposed to any mechanical or electrical loads that are not intended, they must not come into contact with unsuitable substances such as acids, inorganic compounds, grease, etc. - according to general knowledge, their features impair the functionality or durability of the luminaires. Furthermore, the permissible maximum or minimum ambient temperatures and operating voltages according to the product and application specifications or according to the data sheet must not be exceeded or fallen below. The use under extreme environmental conditions such as saline air, impairs the luminaire functions and results to the loss of any warranty, unless this feature was promised by ARCLITE in the data sheet or in writing as a product feature.
3. The ARCLITE warranty only covers those failed or defective luminaires, that were caused by proven material, production or construction errors or that exceed the respectively specified nominal failure rates. In the case of the supplied LED control gears or electronic components, the nominal failure rate is 0.2% per 1,000 operating hours, expressly only valid when used as intended and if such products are not already excluded from this warranty or their rated life and nominal failure rate are not otherwise defined in the product and application specifications according to the data sheet. The warranty conditions relate exclusively to the mortality above the nominal failure rate (0.2% per 1,000 operating hours). With LED modules, a drop in luminous flux of up to 0.6% per 1,000 operating hours is normal and is therefore not covered by this warranty. The above values apply to the ambient temperature of 25° C, which is as a general guideline in professional circles.
Other lighting components and luminaires being sold by ARCLITE as commercial goods under third party names, are expressly excluded from this warranty; the individual warranties of the respective manufacturers apply instead.
4. If we are informed of such a warranty case for these luminaires during the granted warranty period with appropriate proof, we may repair or replace the luminaires at our discretion - after prior examination by us or by a third party commissioned to do so. If this check reveals that our luminaire has defects within the scope of this warranty, we may, within reasonable limits and at our discretion, either deliver a replacement of the same, equivalent or similar products chosen by us or refund the actual purchase price instead of a replacement.

This warranty is a parts warranty. Any spare parts or replaced luminaires may contain new or recycled materials that are at least equivalent in terms of performance, functionality and reliability to new spare parts or luminaires. Replaced luminaires or replacement parts are free from material or manufacturing defects to the best of our knowledge for the remainder of the original warranty period. The replacement luminaire may differ from the original product in terms of dimensions and appearance. Due to ongoing technical progress in all components used and the usage-related reduction in the initial luminous flux of our luminaires, subsequent deliveries may result in deviations in the luminaire properties compared to the luminaires originally delivered.

5. Our warranty does not apply to any ancillary costs incurred in connection with the rectification of defects (e.g. removal or installation, return costs, disposal if necessary, travel and travel time, lifting devices, scaffolding). Also components and luminaires sold just as other merchandise, costs for settings or parameterization of systems that change due to wear, material fatigue or dirt; incidental or possibly necessary services such as renewed commissioning, software or updates, etc. are not covered by this warranty. All expenses listed here or similar expenses shall in any case be borne by the buyer.

The warranty expires immediately from the point in time, at which changes or repairs are made to the luminaires or their accessories without our prior written consent or in case they were installed improperly or by unqualified persons (the proof of a professional installing person and/or company shall be forwarded to ARCLITE therefore).

We assume no liability beyond this warranty – see also www.arclite.com/warranty/ . Place of jurisdiction is Luebeck/Germany. Applicable law: General terms and conditions of delivery of the German ZVEI - see also www.arclite.com/generalconditions/ as well as the German Civil Code / BGB and Commercial Code / HGB.

ARCLITE Lichtvertrieb GmbH – Bargteheide/Germany - April 22nd, 2022