

Pian di Macina, 09/10/2018

Ns. rif. COMM.DEPT./GB/gd

Vs. rif.

Messrs.

REXEL NEW ZEALAND LTD. trading as

IDEAL ELECTRICAL SUPPLIERS

LEVEL 1, 827 GREAT SOUTH ROAD

MOUNT WELLINGTON, AUCKLAND, 1060

NEW ZEALAND

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**Re: Warranty Conditions and Terms on LED luminaires**

In accordance with the conditions specified below in detail, we guarantee that LED luminaires manufactured by 3F Filippi are free from defects in the manufacture and/or materials, in case of use as intended, during the warranty period of 5 years (five years) from the delivery date of the product.

The warranty is granted only on those supplies which are identified by exact Order Number sent to 3F Filippi, registered names of the end Customers, buildings, destination facilities of 3F Filippi sold products.

The warranty is granted only on condition that the customer registers their plant on or before 30 days from the invoice date by sending a written communication to our PEC address:

**[ufficio.commerciale@3f-filippi.biz](mailto:ufficio.commerciale@3f-filippi.biz)**

This warranty only applies in the event that the product has been properly installed and used within the electrical values, the range of operation, the ambient and temperature conditions indicated in the technical specifications of the product and/or instruction sheet, that the product is not subjected to mechanical and/or chemicals loads which do not comply with its intended use.

The warranty covers only those defects of the product proved to be caused by defects in materials, construction or manufacture, as well as failure rates higher than the average nominal failure rates.

Concerning electronic ballasts for LEDs and components such as LED modules, the average nominal failure rate is 0.2% / 1000 hours of service, unless the average rated life and the nominal failure rate of a luminaire or a component are otherwise defined in the specifications given on the product and the use (catalogue, data sheet, 3F Filippi informative report). The a/m warranty period assumes an operating cycle of 4,000 hours/year.

In the event of non-compliance, the buyer must provide 3F Filippi with information on the installation (e.g. product code, delivery date and installation date, hours of operation, claimed defect etc.) and, on request, the availability of non-compliant product for technical analysis.

The Customer is required to notify 3F Filippi the occurrence of a case of warranty, in writing, within 30 days from defect identification, enclosing the relevant sales contract or invoice and a proper evidence of the defect noticed.

If, after the examination of the product, it is determined that it is a case of warranty, the repair of the defective product, its replacement with an equivalent product or the grant of a price reduction is at 3F Filippi discretion.

The submission of the purchase contract or corresponding invoice is the condition for warranty enforcement.

The warranty does not cover:

a) all miscellaneous expenses arising after the repair of the defect (e.g. those designed for assembly and disassembly, transportation of the defective product and new repaired product, disposal, allowances and travels, lifting equipment, scaffolding); these costs will be at the expense of the buyer;

b) those parts subject to wear and tear, such as batteries for luminaires equipped with emergency kit.

c) the plastic parts, such as parts of polycarbonate and methacrylate PMMA, which fade and become fragile due to the natural ageing process and due to corrosive chemicals which are present in particular applications;

d) electronic components, products and any other trade types commercialized by 3F Filippi, such as command and control elements for adjustment;

e) LED components exposed to specific organic substances (e.g. substances including sulphur, ammonia or chlorine) which could react to the silicone material of the LEDs and involve corrosion and sulphurization effects.

The warranty does not apply to defects resulting from any act of God, improper or abnormal use and in the event it has been carried out a repair or modification which has not been duly authorized in writing by 3F Filippi.

Attention: the decay of luminous flux over time is a phenomenon expected during LED life.

The change in colour of LED modules is not included in the warranty.

In case of a new LED module, luminous flux and performance are subject to a tolerance of +/- 10%;

Due to the technological progress, in the event of subsequent supplies of LED light sources it is possible to have, with regard to the light characteristics, slight differences compared to the previous products.

3F Filippi always conducts a series of controls and a 100% testing on their LED lighting fittings, but during operation you may encounter breaks of individual LEDs due to the high sensitivity of this technology.

Turning off individual LEDs does not in any way compromise the proper functioning of the lighting fitting, therefore this possible phenomenon does not constitute any reason for complaint.

The court of Bologna shall have exclusive jurisdiction over any disputes arising from this guarantee.

Best regards,

3F FILIPPI S.p.A.

  
**3F Filippi** S.p.A.  
PIANO DI MACINA - Via del Savona, 24  
40065 PAVIGNO (BO)

Giovanni BONAZZI  
Managing Director

