

5 YEAR AND 8 YEAR WARRANTY



Under the framework of its commitment to quality and durability, Sammode grants for its luminaires a warranty that goes well beyond the legal warranty of 2 years.

1. PRODUCTS

The warranty applies to all the luminaires fabricated and sold by Sammode.

2. WARRANTY PERIOD

The warranty period for the Sammode luminaire is of five or eight years according to the indications in the description of the concerned luminaire. The warranty applies from the date of delivery of the luminaire by Sammode. Repair(s) or product exchange(s) provided by Sammode under the warranty do not originate a new warranty, nor do they extend the existing warranty period.

3. WARRANTY CONDITIONS

The warranty granted by Sammode only concerns the luminaire. It applies only to the failures due to equipment, construction or production defects and is only valid when installed and used according to the description of the luminaire and provided the following conditions are respected:

- the luminaire must be used according to the indicated specifications (product and application). The limit values of operating temperature, electrical voltage and mechanical stress must not be exceeded.
- During the installation and in case of renewal of the light sources, the luminaire must be equipped with lamps complying with the IEC specifications.

Thus, the warranty does not apply if the failure is the consequence of:

- abnormal storage conditions,
- improper, abusive use or use which is not compliant with the luminaire's instructions of use,
- a non-compliant or inappropriate electrical installation, electrical supply conditions, including temporary voltage peaks, over-/under-voltage, symmetries and repeated control signals that are outside of the limit values defined for the product,
- a non-compliance with the standards, with the installation instructions and installation standards for the luminaire,
- the result of a repair made to the luminaire by any person,
- any intentional damage for which the reseller or the client is responsible.

The warranty does not apply to wear parts (lamps, starters, condensers, lamp holders, color gelatin filters, batteries, etc.).

4. ADDITIONAL CONDITIONS

- ADDITIONAL CONDITIONS APPLICABLE TO ELECTRONIC COMPONENTS/ LEDs

The warranty granted by Sammode is valid for a use 24 hours per day and applies to a default rate superior to the nominal default rate which is indicated in the technical documentation. In the absence of this indication, the retained default rate is of 0,2% per 1000 hours.

- ADDITIONAL CONDITIONS APPLICABLE TO LUMINAIRES EQUIPPED WITH FERROMAGNETIC BALLASTS FOR FLUORESCENT LAMPS

In extreme environments, a starter blocked in the on-position increases the induced temperature and can therefore reduce the life expectancy of the ballast if the defective components are not quickly replaced. Consequently, the warranty is only valid if the luminaires are equipped with safety starters and/or if it is proved that both the lamp and the starter have been immediately replaced.

- ADDITIONAL CONDITIONS APPLICABLE TO THE DIFFUSERS OF THE LUMINAIRES

Sammode offers different types of materials for the diffusers of its luminaires. It is the responsibility of the user to check the compatibility of the chosen diffuser with the environment of the luminaire with Sammode.

- ADDITIONAL CONDITIONS APPLICABLE TO THE MAINTENANCE OF THE STAINLESS STEEL PARTS

Sammode offers two grades of stainless steel. In all cases, the warranty granted by SAMMODE is valid only if:

- The appropriate grade of stainless steel has been selected,
- The fixing of the luminaires has been realized by stainless steel screws (grade A2 for the 304L, grade A4 for the 316L),
- In the case of conductive deposition at the origin of the corrosion by pitting (salt, iron filings, chloral atmosphere), a regular rinsing with clear water has been made,
- Luminaires have been protected against any projection of incandescent metal (arc welding) or any rust streaks which may possibly come from the corrosion of the support structure or from metallic elements settled nearby.

5. WARRANTY SERVICE EXECUTION

In case of failure, Sammode can decide, according to its own appreciation, whether the defective component or the luminaire is to be repaired or replaced, or if the customer should be credited with the corresponding amount. The expenses of dismounting, mounting, shipment and reshipment of the products are at the customers' charge.

All other expenses, such as for example and non-exhaustively, the expenses generated by a replacement or any loss of profit, sales revenue, expected savings, activity, information or data, or any other financial or economic loss are not covered by this warranty.

Replacement goods provided may show minor discrepancies in their conception and/or performance which do not affect the functionality of the product replaced, in particular the fluctuations of the photometric or electrotechnical performance as a result of the use and/or technical improvements.

6 – WARRANTY REQUEST

Warranty service must be requested without delay by sending a formal request to Sammode and, if required, by returning the defective product to allow verification of the relevance and/or accuracy of the complaint.

It is the responsibility of each applicant to supply all the information and the elements of appreciation concerning the use and the conditions of use of the luminaire and to diligently reply to requests for information from the Sammode Quality Department for purposes of its assessment of the request for warranty service.



Sammode

Technical lighting since 1927