



## 5-Year Comprehensive Warranty Assurance

Lemóva stands behind the quality and performance of its products, offering a 5-year warranty along with reliable after-sales support. This includes prompt repair services and the availability of spare parts to address any manufacturing defects, in accordance with the warranty terms.

Throughout the warranty period, any faults arising from manufacturing defects will be repaired at no cost. In the event that a repair does not fully resolve the issue or the problem persists, customers are entitled to request a replacement product of equivalent specifications—ensuring a dependable and satisfactory resolution.

### Warranty Terms & Conditions

#### 1. Warranty Coverage

Lemóva warrants that its standard catalogue products are free from manufacturing and design defects for a period of 5 (five) years from the date of invoice. This warranty applies only to professional customers purchasing Lemóva products for installation in projects and does not extend to end users or consumers.

#### 2. Conditions of Warranty Validity

This warranty is valid only when:

- Products are installed by qualified personnel as per Lemóva installation instructions.
- Products are used for their intended purpose and within specified operating conditions.
- Proper electrical protection such as surge protection and stable power supply is provided.
- Products are maintained as per Lemóva guidelines.
- Product labels and identification marks remain intact.
- The customer has complied with agreed payment terms.

#### 3. Warranty Exclusions

This warranty does not cover:

- Improper installation, misuse, negligence, or unauthorised repairs.





- Damage due to voltage fluctuations, power surges, lightning, or inadequate protection systems.
- Use of non-approved drivers, power supplies, or accessories.
- Environmental damage due to corrosive chemicals, water ingress, or extreme conditions.
- Normal depreciation of luminous flux or minor colour variations that do not affect performance.
- Any cosmetic defects that do not affect functionality.
- Products reinstalled in a second location.

#### 4. Limitation of Liability

Lemova's responsibility under this warranty is strictly limited to repair, replacement, or credit of the defective product at Lemóva's discretion. This warranty does not cover:

- Labour charges for removal or reinstallation
- Access equipment such as scaffolding or lifts
- Transportation costs
- Any indirect or consequential damages

#### 5. Warranty Claim Procedure

In case of a defect, the customer must notify Lemóva in writing with:

- Invoice copy
- Product details and installation location
- Description of the defect
- Photographic evidence

Upon verification, Lemóva will decide the appropriate corrective action.

#### 6. No Extension of Warranty

Replacement or repair of products does not extend or renew the original warranty period.

