



5 YEARS UNLIMITED WARRANTY – FILIX LTD.

1. Coverage

Filix Ltd. guarantees its lighting products to be free from defects in materials and workmanship under normal usage. The warranty term is up to **5 (five) years** from the original invoice date. Coverage applies exclusively when products are installed, maintained, and used according to Filix or manufacturer instructions.

2. What Is Covered

The warranty covers all defects in material or workmanship affecting the **fixture body**, including both **aluminum and stainless-steel structures**, as well as the following components:

- Screws and mechanical fasteners
- Gaskets and O-rings
- Cable glands and cables
- Glass enclosures
- Optical components
- Water stop system or sealing principle
- Led boards
- Power supplies
- Vents
- Painting coating
- Shipping*
- Failures due to corrosion within 12 months* (5 years obtainable only with maintenance record from facility manager in 12 months cycles)

These elements are covered against failure due to material defects, corrosion (structural corrosion, excluding surface corrossions), or faulty assembly during the stated warranty period.

3. Exclusions

This warranty does not cover:

- Products improperly installed, handled, or maintained outside manufacturer guidelines.
- Damage resulting from transport, alteration, misuse, negligence, theft, vandalism, or natural phenomena such as chemical exposure, heavy snow, or ice without adequate protection.
- Use in toxic, nuclear, or corrosive environments*(refer to installation instructions), or under extreme temperatures (below -30°C or above $+55^{\circ}\text{C}$).
- Damage from inappropriate cleaning agents affecting glass, coatings, or finishes.
- Mechanical damage to finishes, cabling, glass, or optical components.
- Failures due to corrosion as a natural process as result of negligent maintenance
- Short circuits



4. Electronic & Consumable Components

Component availability is reviewed and adjusted to reflect ongoing technological and material developments. Refers to electronics, DMX, led boards available in the moment of warranty.

5. Warranty Claim Process

To file a claim, the following are required:

1. Filled online warranty form <https://www.filixlighting.com/warranty-form> with below details.
2. Proof of purchase (invoice/delivery note).
3. Formal notification to Filix Ltd. with written approval before any repair or replacement.
4. A signed **maintenance and visual inspection report** by the facility or site manager, detailing product condition, any faults, and corrective actions taken.

Failure to provide these may result in denial of the claim.

6. Limitations of Liability

Filix Ltd. is not responsible for labor costs, removal or replacement services, shipping*, transportation, or consequential and incidental damages.

"Once the warranty claim is confirmed by the manufacturer, all related shipping costs will be covered and credited by the manufacturer on your next order."

If a product defect is confirmed during the warranty period, Filix Ltd. will, at its sole discretion, either repair or replace the product with one of equal or similar specifications.

Such remedy is the exclusive obligation under this warranty.

7. Disclaimer of Implied Warranties

Except as specifically stated or legally required, products are provided **“as is.”** Filix Ltd. disclaims all other express or implied warranties—including merchantability and fitness for a specific purpose.