

GUARANTEE AND QUALITY CERTIFICATE FOR LED LIGHTING LIGHTS AND ELECTRICAL EQUIPMENT

You can purchase our products with all the peace of mind and security that only a 100%Brazilian present in the market since 1985 can offer. When you buy a Conexled product, you are taking, in addition to the highest technology, the Conexled quality guarantee. Before reaching you, our products undergo the most rigorous tests, being evaluated in every detail by our specialists in each area. Quality assurance and the tranquility of getting the best!

CONDITIONS THAT APPLY TO SUCH GUARANTEE:

1. The guarantee will be assured to the customer or end user, upon proof and when the technical operating specifications presented in the updated technical data catalog available on our Official Website (conexled.com.br) and in accordance with its installation manual and security.
2. The guarantee period begins on the date of issue of the invoice. The individual guarantee periods will be given in accordance with the technical catalogs of the products. Consult the catalog to confirm the product warranty period.
3. The warranty period is based on a maximum usage of 4500 to 9000 hours/year and maximum switching cycle according to the standard regarding the applied light source technology.
4. The driver or power supply must not be changed or removed from the installation location, as this can be moved if the manufacturing cabling allows for cases of box fixing on the installation post itself. Do not disassemble the original product system.
5. The warranty will only cover products that have been stored and used in accordance with the proper operating and storage temperatures. The maximum and minimum operating and storage temperatures are specified in the product's technical sheet.
6. Harsh materials or chemical solvents must not be used to clean the light fixtures, especially in the optical compartment of the equipment. Cleaning should only be done with water (if the product is water resistant) and a clean soft cloth or material.

7. For cleaning with water, the user must comply with the classification of the degree of protection of the luminaire, avoiding using high pressure water jets.
8. The user must not disassemble the luminaire by himself, must not carry out maintenance of any nature or break the safety seal of the product.
9. It is necessary and essential to keep the identification plate of the products.
10. All luminaires that are replaced by new ones during the warranty period will become the property of the CONEXLED company. They will not, therefore, return to the customer.
11. Defects or damage resulting from tests, installation, alteration, modification of any kind to our products, as well as repairs carried out by other workshops that are not CONEXLED Authorized for this product, will result in the loss of the warranty. Contact only Conexled service personnel for such purposes.
12. Defects and damage resulting from the alteration and use of components that are not original or compatible with the CONEXLED product (sources, LED boards, cables, etc.) will void the warranty.
13. Unsatisfactory performance of the product due to installation in an inappropriate location, highly corrosive locations or with an aggressive environment or in disagreement with the product catalogue, or even the electrical network / power supply incompatible with the technical specifications of the product, will result in the loss of warranty.

CONDITIONS WHICH DO NOT APPLY TO THIS GUARANTEE:

1. Housing, parts, cables, threads, seals or terminals damaged during shipment, negligence, misuse, dropping, damage
2. Damage resulting from installation by unqualified persons.
3. Damage or failure in performance that arises as a result of force majeure or natural phenomena: floods, fire, lightning, lightning, corrosive agents, explosives or any other action of nature which is in disagreement with the degree and type of protection of the equipment.
4. Damage or malfunction caused by electrical supply anomalies, including surges, overvoltages, undervoltages, electrical disturbances, harmonics that are beyond specified limits for the product or contrary to industry standards relating to the electrical supply of the luminaire.
5. Electrical surges above declared capacity;
6. Damage caused by accidents, falls and accidents.

7. Oxidation or corrosion due to maintenance with inappropriate products;
8. Abrupt failure of less than five percent (5%) of the total amount of LEDs (rounded to the nearest unit) on a product.



9. Additional controls or automation such as: remote control or telemanagement, sensing, dimming or other types of control not original to the product
10. Photovoltaic solar panel that may have its operation temporarily interrupted due to lack of solar radiation in certain periods of the year.
11. As it is a protection device against atmospheric discharge, the DPS (surge protector) installed in our products, are not covered by this warranty terms.
12. Freight expenses for repair, maintenance or replacement of warranty parts. These are the sole responsibility of the customer or end user.
13. Wear on the finish, parts or parts damaged due to exposure to adverse and unforeseen conditions.

WARRANTY CONDITIONS

CONEXLED assumes no obligation or responsibility for additions or modifications to this warranty, unless made in writing in an official capacity. Except if there is a separate written agreement between CONEXLED and the user, the warranty does not cover removal or installation of the equipment or damage resulting from improper installation.

In no case the CONEXLED will be liable for indemnification, for any loss of use, loss of time, inconvenience, commercial damage, loss of profits or savings, for other direct or indirect damages, arising from the use or inability to use the product.

This warranty is limited and excludes, among other things, carrying out and installation costs, providing access to the products (scaffolding, elevators, etc.), and repairing any consequential damages, such as lost profits, and damages to third parties.

CONEXLED is not responsible for the conditions of electricity supply, including surge control systems, overvoltage/undervoltage that do not comply with the limits specified in the products and the limits defined by the current electrical supply standards.

WARRANTY PROCESS

The warranty process in Brazil will be handled by Conex Eletromecânica Ind e Com Ltda.

After acceptance of this document, the CUSTOMER must not follow any other documentation or information to activate the guarantee.

The consumer can contact CONEXLED exclusively through the Online channel, or by calling the Customer Service Center (SAC) 11 2334-9393, or through the email address sac@conexled.com.br.

It is essential to contact the Technical Assistance sector before sending the material, so that important information and/or guidelines are transmitted. The address for returning the material must be informed and the average period for completing the services is about 30 working days from the receipt of the material, except for exceptions that can be negotiated directly with the technical assistance attendants.

CONEXLED reserves the right to examine all products to determine the cause of failure and possible failures in use. The warranty will only be valid if the manufacturing defect is proven, and this is covered by the warranty..

TABLE OF WARRANTY PERIOD BY PRODUCT AND OBSERVATIONS

Product	Guarantee	Comments
CLD, CLP-A, CLC, CLI*, CLGEX, CLZ, CLY, CLYX, CLP-U, CLG, CLF, CLT	60 months	*Intelligent Brightness Sensor, 12 months warranty **36 months For areas containing the presence of Fertilizers, acids and/or highly corrosive products, the warranty will be 3 years
CLT -E, CLY-E, CLH, CLL, CLS*, CLK*, CLP-LC, CLR, CLJ, CLT-P, CLG-E, CLI-E, CLB, CLB-Ex	36 months	** Guarantee corresponding only to LEDs, electronic circuit and photovoltaic board. The battery has a 12 month warranty.
CLM, CLE, CLG-CR, CLG-HT, CLX	24 months	
CLH-PA	12 months	



Important Notes:

* For areas that contain the presence of fertilizers, acids and/or highly corrosive products, all products in the Conexled line will have a reduced warranty.

** In other products not mentioned above supplied by Conexled that have an autonomous / emergency module with batteries in its structure, the battery warranty will be 12 months and safe disposal will be in accordance with current environmental laws and is the responsibility of the purchaser of the product.