

WARRANTY AND QUALITY CERTIFICATE FOR LED LUMINAIRES AND ELECTRICAL EQUIPMENT

You can purchase our products with complete peace of mind and the security that only a 100% Brazilian company present in the market since 1985 can offer. When you buy a Conexled product, you are not only getting the highest technology but also the Conexled quality guarantee. Before reaching you, our products undergo the most rigorous tests, evaluated in every detail by our experts in each area. Quality assurance and the peace of mind of getting the best!

CONDITIONS THAT APPLY TO SAID WARRANTY:

The warranty will be assured to the customer or end-user, subject to verification and when the technical specifications presented in the updated technical data catalog available on our Official Website (conexled.com.br) are observed and complied with, along with its installation and safety manual.

The warranty period starts from the date of the invoice. Individual warranty periods will be according to the technical product catalogs. Check the catalog to confirm the product's warranty period.

The warranty period is based on a maximum usage of 4500 to 9000 hours per year and maximum switching cycles according to the standard for the applied lighting source technology.

The driver or power supply should not be altered or removed from the installation location, but it can be moved if the manufacturing wiring allows it for cases of attachment to the installation pole. Do not dismantle the original product system.

The warranty will cover only products stored and used according to the appropriate operating and storage temperatures. The maximum and minimum operating and storage temperatures are specified in the product datasheet.

Harsh materials or chemical solvents should not be used for cleaning luminaires, especially in the optical block of the equipment. Cleaning should only be done with water (if the product is water-resistant) and a cloth or soft, clean material.

For water cleaning, the user must comply with the luminaire's protection grade, avoiding the use of high-pressure water jets. Failure to follow these precautions may cause sealing damage to the luminaire compartments.

The user should not disassemble the luminaire on their own, perform any maintenance, or break the product's security seal.

It is necessary and essential to maintain the product identification label.

All luminaires replaced with new ones during the warranty period will become the property of CONEXLED and will not be returned to the customer.

Defects or damages resulting from tests, installation, alteration, modification of any kind to our products, as well as repairs carried out by workshops not authorized by CONEXLED for this product, will result in the loss of warranty. Contact only the Conexled technical support team for such purposes.

Defects and damages resulting from the use of non-original or compatible components with the CONEXLED product (sources, LED boards, cables, etc.) will result in the loss of warranty.

Unsatisfactory product performance due to installation in inappropriate locations, highly corrosive environments, or aggressive atmospheres, or in disagreement with the product catalog, or electrical/power supply incompatible with the product's technical specifications will result in the loss of warranty.

CONDITIONS THAT DO NOT APPLY TO SAID WARRANTY:

Casing, parts, cables, threads, seals, or terminals damaged during transportation, due to negligence, misuse, falls, or damage.

Damages resulting from installation by unqualified individuals.

Damage or performance failure resulting from force majeure or natural phenomena: floods, fire, lightning, atmospheric discharges, corrosive agents, explosives, or any other natural action inconsistent with the equipment's protection degree and type.

Damage or malfunction caused by electrical supply anomalies, including spikes, overvoltage, undervoltage, electrical disturbances, harmonics beyond the specified limits for the product, or contrary to industry standards regarding luminaire power supply.

Electrical surges exceeding the declared capacity.

Damages caused by accidents, falls, and disasters.

Oxidation or corrosion due to maintenance with improper products.

Abrupt failure of less than five percent (5%) of the total LED amount (rounded to the nearest unit) in a product.

Additional controls or automation such as remote control or telemanagement, sensing, dimming, or other non-original product controls.

Photovoltaic solar panel that may have its operation temporarily interrupted due to lack of sunlight during certain periods of the year.

As a device for protection against atmospheric discharges, the SPD (surge protector) installed in our products is not covered by this warranty term.

Freight expenses for repair, maintenance, or replacement of warranty parts are the sole responsibility of the customer or end-user.

Wear on the finish, parts, or pieces 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 officially. Unless there is a separate written contract between CONEXLED and the user, the warranty does not cover the removal or installation of the equipment, nor damages resulting from improper installation.

Under no circumstances will CONEXLED be liable for compensation for any loss of use, loss of time, inconvenience, business loss, loss of profits or savings, or other direct or indirect damages arising from the use or inability to use the product.

This warranty is limited and excludes, among other things, installation and cost of installation, providing access to products (scaffolding, lifts, etc.), and repair of any indirect damages, such as loss of profits and damages to third parties.

CONEXLED is not responsible for the conditions of electrical power supply, including surge control systems, overvoltage/undervoltage that do not meet the specified limits for the products and the limits defined by 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 should not follow any other documentation or information for warranty activation.

Consumers can contact CONEXLED exclusively through the Online channel or the Consumer Service (SAC) phone number 11 2334-9393, or through the email address sac@conexled.com.br.

Contact with the Technical Assistance department is essential before sending the material, so that important information and/or guidance can be provided. The return address for the material must be informed, and the average deadline for service completion is about 30 business days

from the material's receipt, except for exceptions that can be negotiated directly with the technical support attendants.

CONEXLED reserves the right to examine all products to determine the cause of the failure and possible misuse. The warranty will only be valid if manufacturing defects are proven and covered by the warranty.

WARRANTY PERIOD TABLE BY PRODUCT AND NOTES

Product	Warranty	Observations
CLY, CLY-T, CLYX, CLYX-T, CLT, CLZ-EX, CLG-EX	36 a 60 months	**24-month warranty for areas containing fertilizers, acids, and/or highly corrosive products.
CLD, CLP-A, CLC, CLI**, CLP-U, CLG, CLF, CLR-I	60 months	*24-month warranty for areas containing fertilizers, acids, and/or highly corrosive products. **Intelligent Light Sensor, 12-month warranty
CLT -E, CLY-E, CLYX-E, CLL, CLS, CLK, CLR, CLJ, CLG-E, CLG-CR, CLI-E, CLB, CLK-Ex, CLB-Ex	36 months	*24-month warranty for areas containing fertilizers, acids, and/or highly corrosive products. **Warranty applies only to LEDs, electronic circuitry, and photovoltaic panel. The battery is covered by a 12-month warranty.
CLM, CLE, CLG-HT, CLP-LC, CLX, CLT-P, CLT-T, CLH	24 months	*12-month warranty for areas containing fertilizers, acids, and/or highly corrosive products.
CLH-PA	12 months	

Important Notes:

*The warranty provided for LED luminaires does not apply to installations located in areas of extreme corrosiveness, such as environments with high salinity, chemical products, or aggressive atmospheres, as well as in places where there is direct or frequent exposure to fertilizers, agricultural waste, or similar substances. Under these specific conditions, due to the accelerated wear and tear of materials and components, the warranty will be reduced.

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