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# Warranty Information

## I. ABOUT WARRANTY

EFFILUX attaches a great importance to the quality of its products.

**Warranty Period:** EFFILUX products have a warranty of **2 years** (one year for radiant quantity) from the date the product is shipped from Effilux.

### Exceptions:

- UV products (wavelength under 420nm) have a warranty of 1 year.
- Chillers have a warranty of 1 year.
- Polarizers have no warranty.

*Except for the express warranties stated in this document, Effilux makes no additional warranties, express, implied, or statutory, as to any matter whatsoever. In particular, all warranties of merchantability or fitness for particular purpose are expressly excluded. Except as expressly set forth herein, Effilux makes no warranties with respect to the products.*

*Classic warranty period: two years (one year for radiant quantity) starting from Effilux shipping date.  
One year for UV products (wavelength under 420nm) and no warranty for polarizers.*

*Effilux will repair or replace the product free of charge if it should fail to function or if the radiant quantity of the product should drop to 50% or less of its initial radiant quantity within the specified warranty period.*

*If either of these conditions occurs, please take the product to your Effilux sales representative.*

1. *Effilux will repair or replace the product free of charge if it should fail to function under use on our specified condition in accordance with the instruction guide and other written cautions during the indicated warranty period (of one or two year(s)).*
2. *Effilux will repair or replace the product free of charge if its radiant quantity should drop to 50% or less of its initial radiant quantity under use on our specified condition in accordance with the instruction guide and other written cautions during the indicated warranty period of one year.*
3. *Effilux will charge a repair fee under the following conditions:*
  - 1) *If the product has been subjected to misuse, unauthorized repairs, or modification from its original design.*
  - 2) *If the product has been damaged from impacts due to inappropriate handling.*
  - 3) *If damage to the product results from external causes including accidents, fire, pollution, riots, communication failures, earthquakes, thunderstorms, wind and flood damage, or any other act of providence, or from any extraordinary conditions such as electrical surges, water leakage, condensation, or the use of chemicals.*
  - 4) *If the damage results from connection to any control unit or to any equipment which Effilux does not manufacture or does not specify for use.*
4. *Effilux assumes no liability for any purchaser's secondary damage (damage of equipment, loss of opportunities, loss of profits, etc.) Or any other damage resulting from a failure of our product.*

*This warranty information provides the scope of Effilux product warranty within the specified period and does not indicate or imply any further guarantee beyond the warranty terms.*

*Contact Effilux for inquiries or information on repairs to the product after the expiration of the warranty.*

*\*the radiant quantity refers to the wattage of physical energy radiated from a LED. It refers to the radiation luminosity of the LED measured under conditions specified by Effilux or the radiation illumination of the LED under specified irradiation conditions. Effilux specifies the radiant quantity for each LED light because the measurement and irradiation conditions vary from the form, the application and the irradiation wavelength.*

## II. REPAIRS AND RETURNS

### II.1. Repairs During Warranty Period

During the warranty period, in the event that our company's product is found to be malfunctioning or operating abnormally, or the radiant quantity of the lighting product drops to 50% or below, we will provide free repairs or a product replacement, based on the terms given in "ABOUT WARRANTY". For such cases, please direct further inquiries to our company sales representatives or sales offices.

### II.2. Repairs After Warranty Has Expired

For products for which the warranty period has expired, we charge a fee for repairs. For such cases, please direct further inquiries to our company sales representatives or sales offices. After verifying the condition of the product, we can provide a quotation for repair costs.

### II.3. Verifying the Condition of Malfunction

When requesting repairs, we ask that you provide us with the following information in advance, in order to allow for smooth processing of your request. We ask for your cooperation.

1. Condition of the product
2. Model name/serial number of the product
3. Specific description of the symptoms of the malfunction or abnormal operation
  - 1) Frequency of occurrence (constant/periodic/once every x number of times)
  - 2) Timing of occurrence (immediately during initial usage/after a fixed amount of time/unrelated to time used)
  - 3) Environment in which it is occurring (other devices used, usage environment, usage conditions, etc.)

### II.4. Contact Information for our Various Sales Offices

Inquire at your Effilux sales representative about repairs and returns:

- Non-conformity number (NC) must be requested to EFFILUX before shipping it back to EFFILUX.
- Transport costs from Customer to Effilux will be paid by customer.
- Transport costs from Effilux to Customer will be paid by Effilux.