

PIL five-year product guarantee and possible extension to ten years



European laws governing product guarantees obligate manufacturers to guarantee their products for two (2) years from the date of purchase.

However, for many years, PERFORMANCE IN LIGHTING S.p.A. has been committed to guaranteeing safety, quality and duration over time of its products to maximize benefits for clients and users, and to reduce the quantity of waste in the environment. For this reason, PERFORMANCE IN LIGHTING S.p.A. has decided to extend the quality guarantee on its products to a period of five (5) years from the date of purchase, in relation to the quality of materials, technology, assembly, and functionality of the device.

1. This warranty extension is effective on products sold starting from September 1, 2020 and replaces the previous warranty already valid from 2014.
2. The guarantee is valid for standard products listed in the catalogue at the time of purchase. Product variations and customized products are excluded.
3. The five-year guarantee (5-year guarantee) is valid for all products having been installed and maintained according to the appropriate standards, regulations, assembly instructions enclosed with the product, and current installation regulations. Installation and maintenance must be performed by authorized technical experts.
4. The manufacturer must be informed of the defect in writing within 30 days, including a detailed description of the defect. The client is required to submit proof of purchase. Once written notice has been sent to the company, any product with an assumed defect must be retained in that actual condition (including the light source) for the entire period of time required by PERFORMANCE IN LIGHTING S.p.A. to run the appropriate checks.
5. The five-year guarantee is valid only if payment was effected according to the conditions of the sales contract.
6. The five-year guarantee (5-year guarantee) becomes void if the limits of ambient temperatures and electric voltages are exceeded during product operation. Furthermore, the product must not be exposed to mechanical stress (e.g. impacts) that does not conform to the intended use, otherwise the warranty will be void.
7. The guarantee is not valid for product defects caused by unexpected and/or unpredictable events, such as coincidence and/or act of nature (including current impulse, lightning strike) and/or force majeure, which exclude traceability of these defects to production processes (vandalism, unauthorized alterations and unusual weather phenomena) and/or product defects attributable to normal component wear.
8. The guarantee is not valid when the customer carries out replacements / repairs / extraordinary maintenance without prior written permission from the company.
9. Management of cases covered by the guarantee is entrusted to partner distribution companies of the PERFORMANCE IN LIGHTING S.p.A. group in the country where the product was purchased and made to function for the first time. PERFORMANCE IN LIGHTING S.p.A. shall have the faculty of deciding between repairing the defective product or replacing said product with an identical or equivalent product, compatibly with the technical development of the product in question.

10. In products using conventional light sources, the light source must conform to the IEC-standards 61000-4-5:2005-11. This must be particularly observed when changing the light source.
11. For the minimum duration of consumable electronic components contained in the fixtures such as drivers, the guarantee is required to refer to the duration of the lifespan provided by the manufacturers of said components in conditions of use as tested in PERFORMANCE in LIGHTING S.p.A. laboratories (and indicated in the product instructions). Even within the limits of current technology and those declared by suppliers, said components are generally guaranteed for minimum five years (5 years) if used correctly.
12. The possible colour shift of LEDs and their normal loss of light flux over time are explicitly excluded from this extended guarantee because they cannot be attributed to our company, but rather to the state of the art of the technology at the current time. Any replacement under warranty of the LED components may cause deviations in the device properties due to the technological progress currently underway.
13. For maximum clarity, the minimum duration of the LED components certified by the manufacturers of these components is always reported in the catalogue. Also in the catalogue, and on the website (columns L, B and h), the average decay of LED sources during the specified lifespan in conditions of correct use is declared. Even within the limits of current technology, LED sources used by PERFORMANCE in LIGHTING S.p.A. are generally guaranteed in any case for a minimum period of five years (5 years) if used correctly. At the present time, given the speed of LED technological development, the company cannot guarantee that over time the LED sources can be replaced and/or maintained.
14. When using PERFORMANCE in LIGHTING S.p.A. products for special applications and/or environments with extreme temperatures and/or areas with high concentrations of corrosive substances that differ from the natural use set forth by current European standards, the sales representative must be contacted to request a preliminary assessment for the use of said products.
15. Any additional costs arising from repairs of defects and/or ancillary expenses (such as assembly and disassembly costs, transport of defective and new/repaired products, disposal, expense allowance, business trips, elevating devices or scaffolding) will not be borne by PERFORMANCE in LIGHTING S.p.A.
16. Outdoor fixtures are produced with innovative manufacturing and painting processes, and with high-quality materials that guarantee a high level of quality with regard to resistance to corrosion and abrasion, except in cases like those mentioned in point 14, and colour stability. For the protection of its customers, PERFORMANCE in LIGHTING S.p.A. guarantees constant control of the production process along the entire supply chain, as well as continuous updating of any related technical development. The said products are covered by this guarantee under the condition that potential defects affect the structural/mechanical safety or functions and that they are due to defects caused during the production process of the product.
17. This guarantee can be extended up to a maximum of ten years at the request of the customer for particular situations where this becomes necessary. The company reserves the right, however, to delete/modify some points of this contract to take into account the deterioration of some components in a longer lifespan in some specific products/series. The extension can only be made in writing upon agreement of both parties.
18. Excluded from warranty are consumables such as light sources, starters, igniters, drivers, EVSA's and emergency units that comply with the warranty standards as described in the relevant European Directive.