

Warranty terms and conditions for Valtavalo G-series LED tubes

Valid from Jan 21, 2021



The warranty as described herein shall only apply to Valtavalo G-series tubes. It is extended to you by Valtavalo Ltd in lieu of the local distribution partners.

G4 LED tubes

Valtavalo G4 LED tube, when installed according to manufacturer's installation instructions and used under normal conditions, is by default qualified for a seven (7) year warranty against defects in product material and workmanship. Under hot environment (+35°C - +50°C) seven year warranty is valid when the annual usage hours is under 4000 hours. If the annual usage hours in these conditions exceeds 4000 hours, the warranty time is three (3) years.

G5 LED tubes

Valtavalo G5 LED tube, when installed according to manufacturer's installation instructions and used under normal conditions, is by default qualified for a seven (7) year warranty against defects in product material and workmanship. Under hot environment (+35°C - +50°C) seven year warranty is valid when the annual usage hours is under 4000 hours. If the annual usage hours in these conditions exceeds 4000 hours, the warranty time is three (3) years.

G5 High Temp LED tubes

Valtavalo G5 High Temp LED tube, when installed according to manufacturer's installation instructions and used under normal conditions, is by default qualified for a five (5) year warranty against defects in product material and workmanship. Under hot environment (+50°C - +70°C) five year warranty is valid when the annual usage hours is under 4000 hours. If the annual usage hours in these conditions exceeds 4000 hours, the warranty time is three (3) years.

G5 High Power LED tubes

Valtavalo G5 High Power LED tube, when installed according to manufacturer's installation instructions and used under normal conditions, is by default qualified for a five (5) year warranty against defects in product material and workmanship. Under hot environment (+35°C - +50°C) five year warranty is valid when the annual usage hours is under 4000 hours. If the annual usage hours in these conditions exceeds 4000 hours, the warranty time is three (3) years.

G5 Dimmable LED tubes

Valtavalo G5 Dimmable LED tube, when installed according to manufacturer's installation instructions and used under normal conditions, is by default qualified for a five (5) year warranty against defects in product material and workmanship. Under hot environment (+35°C - +50°C) five year warranty is valid when the annual usage hours is under 4000 hours. If the annual usage hours in these conditions exceeds 4000 hours, the warranty time is three (3) years.

G5 Narrow Beam LED tubes

Valtavalo G5 Narrow Beam LED tube, when installed according to manufacturer's installation instructions and used under normal conditions, is by default qualified for a five (5) year warranty against defects in product material and workmanship. Under hot environment (+35°C - +50°C) five year warranty is valid when the annual usage hours is under 4000 hours. If the annual usage hours in these conditions exceeds 4000 hours, the warranty time is three (3) years.

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General Warranty Terms and Conditions

1. This warranty only applies where a defect has arisen, wholly or substantially, as a result of faulty manufacture, parts or workmanship during the warranty period.
2. This warranty only applies when the Product has been installed according to the manufacturer's installation manual, and operated within the operating range and environmental conditions provided in the product specifications of Valtavalo LED tubes.
3. This limited warranty does not apply to loss or damage to the Product caused by: negligence; abuse; misuse; mishandling; improper installation, storage or maintenance; damage due to fire or acts of God; vandalism; civil disturbances; power surges; improper power supply; electrical current fluctuations or corrosive environment installations. This limited warranty is void if the product is not used for the purpose for which it is designed.
4. The seller shall make the determination of whether the Product is defective, in its sole discretion with consideration given to the overall performance of the Product.
5. If the Product fails to operate in accordance with this warranty, the defective product will be, at Valtavalo's option, either repaired or replaced. This warranty does not include any removal or reinstallation activities, costs or expenses, nor labor costs or expenses, in respect of the reparation or replacement of the Product.
6. Valtavalo reserves the right to utilize new, reconditioned, refurbished, repaired or remanufactured products or parts in the warranty repair or replacement process. Such product and parts will be comparable in function and performance to an original product or part, as determined by seller in its sole discretion, and warranted for the remainder of the original warranty period.
7. Guarantee claims have to be reported and returned to the local distributor within 30 days after discovery of the defect. A proof of purchase, such as invoice, needs to be provided with the guarantee claim.
8. The warranty and remedies contained in the terms of the limited warranty are the only warranties given by Valtavalo with respect the products and are given in lieu of all other warranties.
9. Defective products must be returned to Valtavalo according to the guidance given by Valtavalo to the customer. If the broken tubes are not returned, Valtavalo has the right to invoice the replacement products.
10. These terms and conditions state Valtavalo's entire liability and obligation to purchaser and purchaser's sole and exclusive remedy in connection with defective or nonconforming products supplied by Valtavalo or the local reseller to customer.
11. No agent, distributor or dealer is authorized to change or extend the terms of the warranty on behalf of Valtavalo Ltd.
12. Valtavalo reserves the right to modify this warranty as necessary. Any modifications of this warranty shall be effective for all orders placed with Seller on or after the effective date of such revised warranty.