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## Product Warranty Statement

Lighting products and control systems provided by TRAXON entities (“**TRAXON**”) are designed and manufactured with high quality components and world-class technologies. TRAXON provides warranty policy (“**Warranty**”) for its products as follows:

### I. **Applicable Subject:**

This Warranty applies to customers (“**Customer**”) who sign the contracts and purchase TRAXON products (“**Products**”) directly from TRAXON.

### II. **Warranty Period**

Warranty commencement date:

- For Project Products\*: starts from TRAXON’s invoice date.
- For Non-project Products: starts from TRAXON’s invoice date

\* Project Products: For the project that requires a specific Product Warranty statement, customer shall file the project registration with the corresponding sales team who shall then provide a project registration code in OPP system.

Specific warranty periods of different Products could be found in document of “**TRAXON Product Warranty Period list**” or “**Warranty Confirmation Letter**”.

Remarks:

1. To the extent permitted by applicable laws and regulations, Warranty period will not be extended or updated due to subsequent resale, repairing or replacement, nor be influenced by other causes. The repaired or replaced components obtained through paid services due to 3<sup>rd</sup> party reason, would enjoy the Warranty within the residual of the original warranty period or 90 days (please consist with local commercial arrangement) after the repairing date (whichever is longer).
2. For traditional luminaires products, the Product Warranty only applies to the Product driver or ballast and fixtures itself, not including lamps and batteries.
3. For the accessories equipped with the system solutions, which is not the OSRAM, Traxon or e:cue brand products, the warranty period should refer to the warranty period provided by the accessories manufacturers.



4. For the system solution of the project that use other brand products that TRAXON is purchasing for independent use, the warranty period of the that products refers to the warranty period provided by the specific third-party brand manufacturers (for a detailed list, please refer to the attached list of third-party brand products). ", its list has and may be added or deleted. The specific changes are subject to the actual use of the project."

### **III. Preconditions of Warranty:**

TRAXON's Warranty liability would only apply based on the following preconditions:

1. Products defects are not caused by customers or a 3<sup>rd</sup> party.
2. Customer shall strictly comply with all TRAXON installation guidelines, user manual, guidance, technical instructions, specification etc. The product are installed, used and maintained in accordance with above methods issued by TRAXON.
3. The Warranty period is valid only if the luminaires operated for maximum of 5000hours per year (for general lighting products) and 3000hours per year (for dynamic lighting products). In case of operation beyond the maximum yearly operating hours threshold, Customer shall notify TRAXON immediately and an 'adjusted warranty period' may be agreed by TRAXON after TRAXON's evaluation of the specific application conditions.
4. In addition, the following requirements should be observed by the Customer particularly:
  - (a) Customer shall strictly comply with all applicable laws and regulations;
  - (b) Customer shall strictly comply with local electric regulations;
  - (c) Temperature of working environment shall within the "defined operating temperature" according to TRAXON's technical specifications (e.g. 50000hrs @ Ta=25°C);
  - (d) Correct Product wiring and connection, insured firm connection from input to load between each link, no appearance of poor contact;
  - (e) Customer shall launch the Products and control system opening and commissioning after receiving and in accordance with 'TRAXON project commissioning sheet'.



#### **IV. Examples of Exclusion**

The warranty indemnification claim shall not apply to the following circumstances, but not limited to:

1. Fake products or products not sold by TRAXON;
2. Damaged or free-of-defect products;
3. Light source damages (early failure of light source, lamp base burnt, lamp bulb, electric appliance soaked by water, etc.) not caused by defects of TRAXON Products;
4. Component damage, light source failure due to line in abnormal voltage (such as Lightning strike, surge voltage, etc);
5. Products get aged and worn due to normal use and such situation not affect Products performance;
6. Failure or damage is caused by incorrect installation, mishandling, or use in environment not indicated in the technical specifications (such as an environment with excessively high or low temperature, high altitude, excessively high or low humidity, fluctuations of voltage or current, water ingression induced by open-wire installation, connectors mating issue, improper connection, hot plugging, cable bending, galvanic corrosion, etc. );
7. Products are damaged, deformed or presenting decreased electrical performance due to external force or exceed the IP rating of the Products;
8. Customer dismounts, repair, modifies internal or external components, or cut off original product wires without a prior written permit from TRAXON;
9. Products where the original identification or marking information has been altered or removed;
10. Damages of products caused by combination with other components or Products not supplied by TRAXON;
11. Damages caused by natural disaster or other force majeure reason;
12. The integrity of coating or material finishes, and function of products are not guaranteed when in presence of corrosive environments.
13. The integrity of coating or material finishes and function of products are not guaranteed when outdoor products or indoor products are used in the



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- installation area of non-confined spaces at coastal environment (i.e. coastal area of land that exists within 600m of a salt water of any kind), except for those product are defined as suitable for Coastal Environment.
14. For outdoor products, damages to products caused by connection position's failing to be protected according to IP standards.
  15. Natural degradation of the LED and optical materials that affects lumen degradation (e.g. lumen decay of LED, material yellowing, etc..) is not in the scope of guarantee.
  16. Surge protection device (SPD) failure due to lightning surge, voltage fluctuation or grounding issue, those are not in the scope of warranty. New SPD for the application should be ordered separately.
  17. Damages to products due to product installation construction's failing to meet GB 50303-2015 Specification for Quality acceptance of Construction Electrical Engineering Construction)
  18. After the expiry of Warranty period;
  19. Other violation of TRAXON Warranty policy during the installation and normal using. (ex. Violent installation, Violent dismantle, etc.)

**V. Warranty terms:**

1. For any objection of Product defect in quality is raised by customer within its applicable Warranty period, which is not caused by the customer or any third party or falls within any of the exclusion circumstance, the customer may report such defect to TRAXON;
2. The Product with defect must be delivered to TRAXON's designated place to be tested and analyzed by TRAXON. Only defects caused and verified by TRAXON are eligible for warranty claims and Product with defect won't be returned to the customer. TRAXON has the ultimate right for judging product quality defect. Claim settlement will be processed jointly by TRAXON Customer Service team and TRAXON technical verification team.
3. Once TRAXON confirms there exists a quality defect, TRAXON will bear the direct expenses for repair and/or replacement (excluding removal, installation, onsite service and/or insurance thereon); TRAXON shall not bear any indirect expenses;



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- (a) TRAXON may choose to provide repair service first;
  - (b) If TRAXON confirms that the Product is impossible to be repaired, it may choose to provide any of the following replacement option at its own decision:
    - Product replacement with equal quantity and same types the defected Products;
    - Replacement of upgraded Products with similar functions if unable to replace with same type as the defected Products due to product upgrading;
    - Replacement of Products with equal value according to the net value of defected Products (deducted by discounts and rebates); the price of such replaced Product shall be subject to the latest offer from TRAXON;
  4. TRAXON shall not be liable for any objection on quality of the Products raised by the customer after the expiration of the Warranty period.
  5. TRAXON expressly declares that there are no warranties of merchantability and of fitness for a particular purpose, whether express or implied, with respect to Products sold under these Conditions. Further, except as expressly provided for in these Conditions, no other warranty, condition or term, whether express or implied is given by TRAXON and all such warranties, conditions or terms are hereby excluded to the extent possible.
  6. This statement sets forth the entire and sole remedy of the customer, and the entire and sole liability of TRAXON arising from the quality, use and/or purpose of the Products delivered by TRAXON.
  7. TRAXON has the right to make final explanation for the above content.
  8. In case any of the terms under this statement is later held invalid or unenforceable to any extent under applicable law, the remainder of the statement shall not be affected by such invalidity or unenforceability and shall be enforced to the maximum extent permitted by applicable laws.
- VI. Specific Warranty period:** refer to annex (TRAXON Product Warranty Period List).

## TRAXON Product Warranty Period List

This document is part of the 'TRAXON Declaration of Product Warranty'. This document alone does not effect.

1. This 'TRAXON Product Warranty Period List' constitute with 'TRAXON Declaration of Product Warranty' as a complete and effective warranty document.
2. Other terms shall be subject to the sales agreement signed between the two parties or TRAXON General Terms & Conditions.

### 1. OSRAM brand General Lighting fixture

Product category	Product family	Warranty period		
		5 years	3 years	2 years
Flood light	PURSOS SHP Flood Light V3.1	√		
	PURSOS SHP Flood Light V3	√		
	PURSOS SHP Flood Light V2	√		
	SIMPLITZ Flood Light V3	√		
	SIMPLITZ Flood Light V2	√		
	LEDCOMFO Flood Light V3.1		√	
	LEDCOMFO Flood Light V3			√
Streetlight	SIMPLITZ Street Light V2	√		
	SIMPLITZ Street Light	√		
	LEDENVO LED Street Light V2P	√		
	LEDENVO LED Street Light V2		√	
	LEDENVO LED Street Light		√	
High Bay	SIMPLITZ Highbay V3	√		
	SIMPLITZ Highbay V2 ^	√		
	LEDCOMFO Highbay V4	√		
	LEDCOMFO Highbay V3		√	
	SIMPLITZ Highbay Cold Storage		√	
Spot & Track light	LEDTOUCH Spot Light		√	
	LEDCOMFO Spot Light HP			√
	LEDCOMFO Spot Light V3			√
	LEDCOMFO Track Light			√
	LEDCOMFO Multi-head			√
Downlight	SIMPLITZ Downlight V2		√	
	LEDCOMFO Downlight V4		√	
	LEDCOMFO Downlight V3			√
	LEDTOUCH Cylinder Downlight V2		√	
Panel, Louver & Ceiling	SIMPLITZ Panel Optimum	√		
	SIMPLITZ Panel Visio	√		
	SIMPLITZ Panel V3		√	
	LEDCOMFO Panel V3		√	

	SIMPLITZ Louver V2		√	
	LEDCOMFO Louver V3		√	
	LEDCOMFO Ceiling V3		√	
Batten & Linear	SIMPLITZ Cleanroom Batten	√		
	SIMPLITZ BATTEN V4 HE	√		
	SIMPLITZ BATTEN V4		√	
	LEDCOMFO BATTEN G4			√
Waterproof	SIMPLITZ Waterproof DALI V2	√		
	SIMPLITZ Waterproof V2		√	
	LEDCOMFO Waterproof	√		
	ECOFITZ LED Waterproof			√

^ If “Simplitz Highbay V2” product daily operating hours reaches 24hours/day, ambient temperature must be  $T_a < 35^{\circ}\text{C}$ , then the warranty period could be offered for 60months.

**Remark:** The Warranty period is valid only if the luminaires operated for maximum of 5000hours per year. In case of operation beyond the maximum 5000hours/year threshold & exceed the limited ambient temperature & special application condition, customer shall notify TRAXON immediately and an ‘adjusted warranty period’ may be agreed by TRAXON after TRAXON’s evaluation of the specific application conditions.

## 2. Traxon Brand Dynamic Lighting fixture

\* The products are defined as suitable for Coastal Environment.

Product category	Product family	Warranty period	
		5 years	3 years
Media Tubes	Media Tube HO*	√	
	Media Tube Plus*	√	
	Allegro Media Tube Lite*	√	
	Media Tube Go*	√	
	ARCHISHAPE Media Tube	√	
Media Dots	Allegro Dot S/ M/ L*	√	
	Allegro Dot XS*	√	
	Media Dot Go*	√	
	ARCHISHAPE Dot 2.0	√	
Linear	Allegro Linear (AL2.0)*	√	
	Allegro Linear (AL2.1)*	√	
	ProPoint Linear*	√	
	Linear Go*	√	
	ARCHISHAPE 2.0 Linear	√	
Washer	Washer Pro*	√	
	Allegro Washer*	√	
	ProPoint Wall Washer*	√	
	Washer Go*	√	

	ARCHISHAPE 2.5 Washer	√	
High Power Flood	Vista Plus*	√	
Cove	Cove Light Plus	√	
	Cove Light AC DIM GII	√	
	Cove Light AC HO RGB Graze	√	
	Cove Light AC HO RGBW	√	
Accent	ProPoint Sconce*	√	
	ProPoint Pixel*	√	
	ProPoint Kontour*	√	
	ProPoint Kontour Rhythm*	√	
	Media Pixel Ribbon DMX Outdoor	√	
	Media Pixel Ribbon DMX Indoor	√	
Others	Quattro AC XB Data Injector*	√	
	ProPoint Linear/ Kontour Injector Box/ TX Injector*	√	
	Cove AC Data Injector	√	
	Allegro Dot S/M/L PXL Distributor*	√	
	Allegro Dot XS PXL Distributor Pro 8*	√	
Power Supply	LED Engine 24V 100W Indoor		√
	LED Engine 12V 80W/ 150W Outdoor	√	
	LED Engine 15V 75W/ 185W/ 320W Outdoor	√	
	LED Engine 24V 100W/ 185W/ 320W Outdoor	√	
	LED Engine 30V 100W/ 185W/ 240W Outdoor	√	
	LED Engine 48V 100W/ 240W/ 320W/480W/ 600W Outdoor	√	

**Remark:** The Warranty period is valid only if the dynamic lighting fixtures operated for maximum of 3000hours per year. In case of operation beyond the maximum 3000hours/year threshold & exceed the limited ambient temperature & special application condition, customer shall notify TRAXON immediately and an 'adjusted warranty period' may be agreed by TRAXON after TRAXON's evaluation of the specific application conditions.

### 3. e:cue Brand Lighting control system

Product category	Product family	Warranty period	
		5 years	3 years
e:cue Control Engines & Interfaces	SYMPL Core S/ Sp	√	
	SYMPL PoE Switch	√	
	SYMPL dmx Node	√	
	SYMPL e:pix Node	√	
	SYMPL serial Node	√	
	SYMPL input Node	√	
	SYMPL relay Node	√	
	SYMPL dali Node	√	



	SYMPL e:bus Node	✓	
	SYMPL pixel Node	✓	
	SYMPL pro Node	✓	
	SYMPL pro Node e:pix	✓	
	SYMPL essential2 Node	✓	
	SYMPL bridge Node	✓	
	SL Gateway BACNET / KNX	✓	
	e:cue Bridge8	✓	
	Genius 4ch / 8ch	✓	
	Butler PRO	✓	
	Butler XT2	✓	
	Butler S2	✓	
	Lighting Control Engine 3mx / 3mx UL	✓	
	Lighting Control Engine 3 / 3fx / 3+ / 3fx+	✓	
	DMX2DALI / DMX2DALI+	✓	
	DMX2CC 6ch / 12ch	✓	
	DMX2PWM 3ch / 9ch Dimmer	✓	
	SYMPHO DMX2PWM Dimmer 4ch	✓	
	SYMPHO DALI-2 200W Phase Cut Dimmer	✓	
	Excite+	✓	
	RDM Isolator	✓	
	Accessories for e:cue Control Engines & Interfaces		✓
	Power Supply for e:cue Control Engines & Interfaces		✓
	Network Accessories		✓
	19" Garages		✓
e:cue User Terminals	GLASS TOUCH	✓	
	LIGHTDRIVE+ / LIGHT-DRIVE ADVANCED	✓	
Control Software	SYMPHOLIGHT	✓	
	LAS (Lighting Application Suite)		✓

For all e:cue control products, it is required to install indoors or in stable temperature & humidity environment, with good ground connection; to avoid the control products from being affected by moisture, corrosion, and abnormal electrical fluctuation or voltage surge. (For specific application requirement, please refer to the product spec or installation guideline)

#### 4. Phased-out product:

Below are the phased-out products which are still within the warranty period:

Product type	Product family	Warranty period			Phase-out year
		5 years	3 years	2 years	
General Lighting	LEDENVO Plus Street Light		✓		2021
	SIMPLITZ LED Flood	✓			2021
	LEDENVO Plus Street Light V2	✓			2022
	SIMPLITZ Tunnel Light	✓			2022
	Roblitz Highbay	✓			2022
	SIMPLITZ Highbay G2	✓			2022
	SIMPLITZ Panel Highbay		✓		2022
	SIMPLITZ Panel Highbay G2		✓		2022
	LEDCOMFO Highbay V2			✓	2022
	SALIOT Track Light		✓		2022
	LEDTOUCH Downlight		✓		2022
	SIMPLITZ Panel		✓		2022
	LEDCOMFO Ceiling V2			✓	2022
	Roblitz Highbay SE	✓			2023
	LEDTOUCH Cylinder		✓		2023
	LEDCOMFO Panel G2			✓	2023
	SIMPLITZ Batten V3		✓		2023
	SIMPLITZ Waterproof	✓			2023
Dynamic Lighting	ARCHISHAPE 2.0 Washer CQC	✓			2019
	ARCHISHAPE 2.0 WASHER AC		✓		2019
	ARCHISHAPE 2.0 WASHER DC		✓		2019
	ARCHISHAPE LINEAR AC		✓		2019
	ARCHISHAPE LINEAR DC		✓		2019
	Liner Quattro AC XB*	✓			2021
	Nano Liner Allegro AC XB*	✓			2021
	Washer Quattro AC XB*	✓			2021
	Washer Allegro AC XB*	✓			2021
	Cove Light AC HO White & White Graze	✓			2021
	Allegro Tube Mono	✓			2023
	Media Wall Paper		✓		2023
e:cue Lighting Controls	ETH2DALI	✓			2019
	REMOTE CONTROLS		✓		2019
	LCE 2	✓			2020
	LCE 2 - FX	✓			2020



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	Video Micro Converter (DMX/e:pix)	✓			2020
	Light-Drive Elite	✓			2021
	Butler XT2 Garage	✓			2022
	SYMPL essential Node	✓			2023

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