



MIZAR five-year product warranty

In accordance with European product warranty regulations, manufacturers are required to provide a two (2)-year warranty from the date of purchase. However, MIZAR is committed to ensuring the safety, quality, and long-term durability of its products — maximizing value for clients and users while helping to reduce environmental impact. For this reason, the company has chosen to extend the quality warranty on its products to five (5) years from the date of purchase. This warranty covers the quality of materials, technology, assembly, and functionality of the device.

1. **Effective date**

This warranty extension applies to products sold from 22 January 2025, onwards, and replaces the previous warranty policy valid from 2024.

2. **Scope of application**

The warranty is valid for standard products listed in the catalogue at the time of purchase. Product variants and customized solutions are excluded from this offer.

3. **Conditions for validity**

The five-year (5-year) warranty is valid for all products installed and maintained in compliance with the applicable standards, regulations, assembly instructions supplied with the product, and current installation requirements. Installation and maintenance must be carried out by authorized technical professionals.

4. **Reporting defects**

The manufacturer must be notified in writing of any defect within 30 days, including a detailed description of the issue. Proof of purchase must be provided. Upon receipt of the written notice, MIZAR will perform the necessary checks to verify the reported defect.

5. **Payment conditions**

The five-year warranty is valid only if payment has been made in accordance with the terms and conditions of the sales contract.

6. **Invalidation conditions**

The warranty becomes void if ambient temperature or electrical voltage limits are exceeded during product operation. It is also void in cases of mechanical stress (e.g., impacts) inconsistent with the product's intended use.

7. Exclusions

The warranty does not cover defects resulting from unforeseen and/or unpredictable events such as coincidence, acts of nature (including power surges or lightning strikes), or force majeure. It also excludes damage resulting from vandalism, unauthorized modifications, abnormal weather conditions, or normal wear of components.

8. Unauthorized interventions

The warranty is void if replacements, repairs, or extraordinary maintenance are performed by the customer without prior written authorization from the company.

9. Warranty management

Warranty claims are handled by MIZAR's authorized distribution partners in the country where the product was purchased and first commissioned. MIZAR reserves the right to decide whether to repair the defective product or replace it with an identical or technically equivalent product, in line with the current state of product development.

10. Electronic components

For consumable electronic components within fixtures, such as drivers, the warranty refers to the service life provided by their manufacturers under conditions tested in certified third-party laboratories (as specified in the product instructions). Within the limits of current technology and supplier declarations, these components are generally warranted for a minimum of five (5) years when used correctly.

11. LED performance

Natural colour shifts of LEDs and normal luminous flux depreciation over time are expressly excluded from this extended warranty, as they are inherent to current technological limitations. Replacements under warranty may result in variations in product characteristics due to ongoing technological advancements.

12. LED component lifespan

The minimum certified lifespan of LED components, as declared by their manufacturers, is always indicated in the catalogue. Both the catalogue and the website specify the average luminous flux decay during the expected service life under proper usage conditions. Within current technological limits, MIZAR guarantees LED sources for a minimum of five (5) years when used correctly. However, due to rapid technological development, the company cannot guarantee future compatibility or replacement availability of LED sources.

13. Special applications

For special applications or environments subject to extreme temperatures or high concentrations of corrosive substances — differing from standard European use conditions — customers must contact the sales representative for a preliminary product suitability assessment.

14. Exclusion of ancillary costs

MIZAR shall not be responsible for any additional costs arising from defect repairs or related expenses, including assembly/disassembly, transport of defective or replacement products, disposal, labor, travel, lifting equipment, or scaffolding.

15. Outdoor fixtures

Outdoor fixtures are produced using innovative manufacturing and coating processes, as well as high-quality materials ensuring strong resistance to corrosion and abrasion. Except in the cases mentioned in point 14, and regarding color stability, MIZAR ensures constant quality control throughout its supply chain and continuous updates in technical development. These products are covered by this warranty only when potential defects affect structural/mechanical safety or functionality, and when such defects originate from the manufacturing process.

16. Optional extension

Upon customer request, the warranty may be extended up to a maximum of ten (10) years for specific cases where necessary. MIZAR reserves the right to amend certain terms of this contract to account for potential component degradation over extended periods in specific products or series. Any such extension must be agreed upon in writing by both parties.