

Product warranty: LED modules; LED strips; LED bars; Extruded silicone LED tubes.
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San Biagio di Callalta 2025 April 18th

**HITECHLED warranty period:**

- a) 5 years (60 months) for the 12 VDC SMD PVC LED module Gemma series, including models HM30M-2, HM48-HE-2, HM96-HE-2; 4 years (48 months) for the SMD LED module in PVC Gemma series model HM30M-2; 7 years (84 months) for the module LED SMD in PVC Gemma series model: HM48-HE-2 and HM96-HE-4; 5 years (48 months) for the modules in ABS with SMD LEDs, "LED Modules", (with Hitechled logo) for sign boxes and channel letters.
- b) 2 years (24 months) for the flexible SMD LED strip, "LED Strips".
- c) 3 years (36 months) for the SMD LED model: Series HB30; HB35 series; HBK10 series; HBK5 series.
- d) 3 years (36 months) for the SMD LED tube in silicone extrusion, "LED Tubes".

All the terms indicated above start from the delivery of the Product(s) and any defects must be reported within the terms and according to the methods indicated in art. 7 of the [General Conditions of Sale](#) published on the website [www.hitechled.it/download/](http://www.hitechled.it/download/).

**ADDITIONAL CONDITIONS**

- 1) The power supply used must be of the constant voltage type, suitable for lighting systems with protection against short circuits, overvoltages, overloads and must comply with European standards. The power supply must operate within the electrical and environmental limits declared by the manufacturer.
- 2) The warranty is not valid if Hitechled products are electrically connected with products from other manufacturers.
- 3) Due to the tolerances of LEDs and electronic components, the electrical and lighting data in the product specifications must be considered as a reference and therefore may be subject to variations. Furthermore, the intensity and tone of the LEDs may undergo significant variations over time. This circumstance does not constitute a defect.
- 4) The warranty period is based on a typical period of 15 hours of daily operation, at continuous operating cycle at maximum operating power and at the environmental conditions declared in the technical catalogues and datasheets. Different operating cycles and conditions may affect the duration of the warranty.
- 5) Some "Extruded silicone LED tubes" products are supplied without the termination caps glued on the both ends of the tube to allow the Customer to choose the most suitable cap from the 5 available models; therefore, the original degree of protection is IP00. The gluing of the termination caps is carried out by the Customer who is required to carry out the operation in a professional manner to avoid infiltrations with consequent destruction of the product. Hitechled reserves the right to analyse the product that presents functionality problems to determine whether, in addition to what is established in articles 1), 2), 3), 4), a problem of improper and non-compliant gluing of the caps is also detected to guarantee an IP67 degree of protection. The guarantee does not apply if Hitechled finds that the defect complained of depends exclusively on a gluing problem.