

Mazinoor Lighting Industries is committed to support all its manufactured products against manufacturing defects, for a period of 7 years for Primax, 5 years for Optimax, and 3 years for Reliance and Climax product groups within the territory of Iran from the manufacturing date, if the products are installed based on the conditions stipulated Mazinoor warranty conditions and in conjunction with the installation, service, and utilization manual named as "User Manual".

Furthermore, Mazinoor offers a 3-year warranty if the related products are installed outside of Iran territory conditioned on purchasing thru the local authorized channels of Mazinoor in the related country.

Mazinoor Warranty covers the defects in material, design, and manufacturing of the products. However, it excludes consumable parts such as lamps, starters, capacitors, batteries, or similar components provided that the defects are result from non-compliance with the installation instructions, or from external factors such as lightning strikes, voltage fluctuations, electrical surges, mechanical damage to the luminaires or their components (e.g., breakage or impact), improper environmental and electrical conditions, or any alterations made to the structure of the products or their labeling. Such exclusions apply only after diagnosis by qualified Mazinoor experts followed by Mazinoor official announcement.

Furthermore, Mazinoor Lighting Industries disclaims any responsibility for defects arising from transportation damage, improper storage, or incorrect installation of the products. In such cases, the costs and expenses associated with returning or replacing defective products shall be strictly and solely at the customer expense.

All light poles and the related accessories are not covered in this warranty.

Warranty terms and conditions

1. The products and their components are covered by the warranty against any design, manufacturing, or components defects solely to be determined by Mazinoor experts, are attributable to manufacturing defects, provided that the most current warranty conditions are met.
2. The warranty covers defects related to corrosion, rusting, and color defects arising from the production process, only if the luminaire has been used in accordance with the environmental conditions specified in the installation, service, and utilization manual. Such defects will be covered under warranty only if they are determined by Mazinoor experts to be caused by manufacturing defects.
3. If the luminaire is utilized in severe environmental conditions involving corrosive factors, extreme heat, or excessive humidity, the warranty will be valid only if prior coordination with Mazinoor has been made and the company has provided confirmation before installation of the product in such environment.
4. The warranty is valid provided the following conditions are adhered to, as detailed in the product catalog, brochures, user manual, or Mazinoor website:
 - Ambient temperature and mains voltage thresholds must not be exceeded.
 - The product must be used as specified for its intended application.
 - Mazinoor original or Mazinoor supplied replaced light source must be used in the luminaire.
5. During the warranty period, if the customer adheres to the conditions outlined in paragraphs 1, 2, 3, and 4, any damage or defect covered under the specified warranty, whether for repair or replacement of the part, will be addressed without charge, provided the cause of the defect is consistent with the terms of the warranty.
6. During the warranty period, if a defective part is replaced, the new part shall be covered by the warranty conditions, in accordance with the terms of this warranty conditions.
7. In the event of the LED module or driver failure, and considering the rapid technological advancements in these components, Mazinoor reserves the right to replace the defective part with the latest available part that meets the specifications and requirements of the similar components to repair the damaged product or replace the whole luminaire with equivalent product, as determined by Mazinoor experts.
8. In the event of a malfunction, the customer is required to notify Mazinoor After-sales Service unit within 30 days from the occurrence of the issue to ensure the warranty is applicable.
9. If the warranty conditions are met, as determined by Mazinoor diagnosis, the issue will be resolved using one of the following methods: on-site service at the customer's location, sending the defective product to Mazinoor Office or Factory, or provision of the necessary replacement part. If repair is not feasible using the aforementioned methods, the defective product will be offered to be replaced with an identical or similar model.

10. Any luminaires that have less than one year remaining on their warranty period, upon being repaired, will be covered by a one-year warranty from the date of repair, in accordance with the terms specified in this warranty agreement.

11. The warranty period is 7 years for Primax, 5 years for Optimax, and 3 years for Reliance and Climax product groups, provided the product is used for an average of 12 hours per day.

Exclusions and Conditions for Warranty Cancellation:

1. All light poles and the related accessories as well as all consumable components such as starters, capacitors, glass, and non-LED lamps used as light sources are not covered in this warranty.

2. Batteries used in emergency lighting systems are considered consumable parts and are covered under the warranty for a period of 2 years from the luminaire manufactured date, provided that the battery is used in accordance with the discharge, periodic charging, and other conditions outlined in the installation, service, and utilization manual. The battery warranty is subject to evaluation by Mazinoor experts.

3. This warranty does not cover damage caused by external factors such as lightning strikes, voltage fluctuations, electrical surges, mechanical damage (e.g., breakage or impact), or operation under electrical and environmental conditions that do not comply with the specifications set forth in the installation manual. Any alterations or manipulations of the product that compromise the originality of the products and/or its functionality will also void the warranty.

4. The warranty becomes invalid if the product's marking label or serial number is damaged, altered, or removed.

5. Any manipulation or alteration of the luminaire, including but not limited to changes in its structure, components, or original design, will void the warranty.

6. Any negligence on the part of the customer in the proper storage, maintenance, or handling of the luminaire, resulting in defects or malfunctions, will invalidate the warranty. This includes failure to comply with the conditions specified in the installation, service, and utilization manual.

7. The warranty does not cover any defects or damages resulting from the transportation of the product.

8. The customer is responsible for all costs related to the visit of a service expert or technician to the customer's location, as well as the shipping and handling costs for sending and receiving the luminaire and its components for repair or replacement.

9. The warranty does not cover any costs and expenses associated with the removal or re-installation of the luminaire, nor does it include any additional costs related to these activities.

10. The warranty does not apply to damages caused by accidents, natural disasters such as floods, earthquakes, landslides, or other unforeseeable damaging events, including war or similar catastrophic events.

11. The warranty is void if Mazinoor outdoor luminaires (lights) are turned on before dark (sunset) or left on after daylight (sunrise).

Note: In mountainous or foggy regions, where the lighting sensors are used, turning on the luminaire during daylight hours will not result in the cancellation or reduction of the warranty period, provided the sensors function correctly.

12. The warranty does not cover changes in the surface finish of luminaires installed in outdoor spaces located within 5 kilometers of the coastline, unless the customer announced the special condition and ordered clear specs suitable for relevant condition with received official approval from Mazinoor for the specified condition.