

WARRANTY INFORMATION



SWISS + MADE

REQUESTED BY AND SUPPLIED TO:

- Bear Grylls
- U.S. Navy SEALs
- Icelandic Association for Search and Rescue
- Sea Wolves Unlimited and Undersea Voyager Project
- Lockheed Martin
- Heliswiss
- U.S. Air Force F-117 Nighthawk™ Stealth Jet Pilots
- Federal Bureau of Investigation (FBI)
- U.S. Coast Guard
- U.S. Secret Service
- U.S. Border Patrol
- U.S. Marshals Service
- U.S. Underwater Demolition Teams (UDT)
- San Francisco SWAT
- San Diego SWAT
- Las Vegas SWAT
- U.S. Air Force Combat Control
- Texas Parks & Wildlife
- Texas Rangers
- Royal Thai Police Sea Dragon Frogmen
- Ventura County Sheriff
- Royal Canadian Mounted Police (RCMP)
- Luftrettung Christoph 2 Germany
- Austrian Military Police
- NATO Tigers 313 QN squadron, Netherlands
- The Royal Dutch Armed Forces
- Singapore Air Force
- Nordseetaucher Tunnel construction divers

- Special Military Forces Israel
- KOPASSUS – Indonesia Special Forces
- DENSUS 88 – Detachment 88 (Special Forces Indonesian counter-terrorism squad)
- GEGANA – Indonesia Special Police Forces
- KOPASKA – Indonesia Naval Special Warfare
- Barcelona Police Department
- Puigcerda Fire Department, Spain

...and many other Law Enforcement Groups, Police and Fire Departments, and other elite forces around the globe.

CONGRATULATIONS! - and thank you on the purchase of your Luminox timepiece. Your state-of-the-art watch was assembled in Switzerland by highly skilled craftsmen using the latest technologies and finest materials.

Luminox has been the pioneer in self-powered illuminated Swiss watches since 1989 and continues to advance the technology, innovation and design of outstanding watches for outdoor and adventure enthusiasts and first responders. Its "Always Visible" technology provides unparalleled illumination for ultimate readability in the dark, and glows continuously for up to 25 years.

We continue to cultivate prestigious partnerships with groups such as the Navy Seals and Navy Seals Foundation, Bear Grylls, ICE-SAR, Scott Cas-sel, Lockheed Martin, and many more. We are the watch of choice for consumers living "the active outdoor and adventure life". The Mondaine

Group and the brand Luminox are CO2-neutral (scope 1,2 and 3 of the Greenhouse Gas Protocol) and our Swiss factory generates up to 80% of its power consumption via solar panels on its roof. Thank you for choosing our product and welcome to the Luminox family.

GENERAL CARE AND MAINTENANCE GUIDELINES

Your watch has been carefully checked during the manufacturing in our state-of-the-art cleanroom (a humidity, temperature, and dust-controlled assembly facility) and it is in excellent working condition when it leaves our Swiss factory. To keep it in its best condition, we recommend the following care and maintenance guidelines, and periodic maintenance or servicing by one of our authorized Luminox International Service Organization (MISO) service centers, which you can find on our website www.luminox.com.

Cleaning

Please regularly rinse your watch in clean, fresh water to remove any sediment or other material that may accumulate on the watch during use. This is especially important after each immersion in salt water.

Crystals

Luminox watches are made with specially tempered mineral glass crystals, or sapphire glass crystals, depending on the specific model. Sapphire glass crystals are highly scratch resistant; while mineral glass crystals, though scratch resistant, are softer in composition and may exhibit surface marring over time. A cracked, chipped, or loose crystal should be replaced immediately as it may lead to water resistance or fogging issues.

Water resistance

Before it left our Swiss factory, your watch passed water resistance tests based on international standards to the pressure indicated on the back of your watch. **Water resistance, however, cannot be permanently guaranteed**, as it can be affected by such things as a physical shock to its components, ageing – namely, but not limited to its gaskets – or by thermal (temperature) shocks.

Extreme changes in temperature (sauna, hot tub, sunbathing, etc.), followed by exposure to cold temperatures, or exposure to certain cleansers (after shave lotion, sun cream, etc.) may cause the gaskets to expand/contract and dry out prematurely, compromising your watch's water resistance or causing moisture beneath the crystal.

These issues **are not covered by the warranty** and are subject to repair charges; in such instances you should send your watch to an authorized Luminox/ MISO service center for inspection and/or repair.

We recommend that all gaskets be inspected and replaced every 18-24 months by an authorized Luminox service center (yearly if the watch is frequently used in chlorinated swimming pools or salt water environments).

Before and during any contact with water, the crown must always be firmly pushed in (or screwed in, depending on the model) towards the case and neither the crown nor the push buttons can be activated in the presence of water.

Water condensation (fogging)

Please be aware exposing your watch to temperature shocks, such as wearing it in the sauna, a hot tub, sunbathing, etc., then exposing it to colder water or a cold ambient temperature, may cause “fog” to form under the crystal. This is a normal physical reaction (known as ‘dew point,’ due to condensation). The “fog” should dissipate after a few minutes when the watch is brought back to normal room temperature.

If the “fogging” persists, it is likely because the gasket sealings or other components have been damaged or aged, the crown or pushers were manipulated underwater, or a non-authorized service center sealed and checked the watch improperly after a repair or change of battery. These kinds of issues are **not covered by the warranty**. They usually can be fixed, subject to repair charges. In such instances, please send the watch to an authorized Luminox/MISO service center for inspection or repair.

Battery

Luminox quartz watches are equipped with high quality batteries at our Swiss factory. At the end of the battery’s life, battery replacement should be performed by an authorized Luminox/MISO service center, which will also check the full functioning and water resistance of your watch and change its gaskets, if necessary. The batteries will be collected and properly disposed of.

Leather straps

The longevity of straps depends on your wearing habits and the exposure of the strap to water, sweat, sun, and chemicals such as sun cream, lotions, etc. It is normal for a leather strap to darken and deteriorate over time. We recommend that you regularly change your strap, also for hygienic

reasons. Original Luminox straps are available at authorized retail and online stores.

LIMITED INTERNATIONAL WARRANTY

This limited international warranty is valid only for timepieces purchased from an authorized Luminox retailer, as published on the official website, evidenced by a fully completed original Luminox warranty certificate or proof of purchase that includes all of the following information: customer name, name and address of the authorized Luminox retailer, the model number, and the date of purchase (“valid proof of warranty”).

This limited warranty applies to your **Luminox** timepiece if it was purchased anywhere in the world from an authorized **Luminox retailer**. The war-

ranty is provided **by the official distributor shown on the valid proof of warranty or its authorized repair center. The limited warranty is valid** for a period of **two years from the date of purchase** and covers material and manufacturing defects subject to the terms of the warranty.

The Luminox Light Technology (LLT) illumination system i.e., the tiny glass tubes that illuminate the dial and hands, are warranted to glow for a period of 10 years. These tubes ensure at-a-glance visibility of the time – in fact, they provide a constant glow 24/7, for up to 25 years under any light conditions, with visibility depending on the individual’s eye vision and the color of the tubes. This is why we are calling this terrific feature “Always Visible – Glowing for up to 25 years”.

During the warranty period, any **covered defect** will be repaired **free of charge** by the Luminox authorized service center upon presentation of valid proof of warranty as set forth in the Limited International Warranty.

If your timepiece cannot be repaired, it will be **replaced** with a Luminox watch of the same style or a style of comparable value at the Luminox MISO service center's sole discretion.

If your watch is **not covered by this limited warranty**, the **Luminox** authorized service center can service or repair it at your cost.

The Luminox limited warranty does not cover:

(1) normal or excessive wear and tear or aging of the band, case, bezel, crystal, crown, gaskets, battery, or plating of metal components;

(2) damage to any part of your watch caused by shock, tampering with, misuse or abuse/abusive use, or alteration;

(3) damage to the watch case or movement caused by water entering the watch due to improper use or handling or general lack of care, incorrect use of the watch, negligence, or accidents; please read the **limitation for water resistance** and condensation/fogging and other important matters under above section "**General care and maintenance instructions**";

(4) defects or damage to your watch resulting from service or repairs, including battery replacement, performed by non-authorized **Luminox** MISO service centers (authorized centers are listed on our website www.luminox.com);

(5) alteration of the watch's original condition beyond our control,

(6) any watch not purchased from an authorized **Luminox** retailer; or

(7) any watch whose back case is not legible or which has been altered to

conceal or destroy any series/model numbers or identifying marks placed on the watch during the manufacturing process.

ALL APPLICABLE IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE AFFORDED TO YOU BY LAW ARE HEREBY LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. UNDER NO CIRCUMSTANCES WILL WE BE LIABLE FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND.

Some states do not allow limitations on how long implied warranties last, or exclusions or limitations of incidental or consequential damages, so exclusions or limitations mentioned may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

OUR OBLIGATION IS STRICTLY LIMITED TO REPAIR OR REPLACEMENT AS EXPRESSLY STATED IN THIS LIMITED WARRANTY. YOUR OFFICIAL LUMINOX RETAILER IS SOLELY RESPONSIBILITY FOR ANY OTHER GUARANTEES MADE AT THE TIME OF PURCHASE.

SERVICE INFORMATION

If your watch requires repair services, please send it to the LUMINOX/MISO service center located in your country. A listing of authorized service centers can be found at www.Luminox.com.

Please note that for warranty service, the **watch must be accompanied by valid proof of warranty.**

The LUMINOX/MISO service center may charge a reasonable price for preparing a repair quote, as well as a return shipping and handling fee, if such fee is commonly applied in the country where the warranty service occurs.

For USA, shipping, handling, insurance, and related costs will be charged. Customers based in the USA initiate service and repair requests at <https://luminox.com/pages/warranty-repair-service>

For instruction manuals and other downloads please visit <http://www.luminox.com/service-und-support/service-manuals.html>

**ALWAYS
VISIBLE**
CONSTANT GLOW
FOR UP TO 25 YEARS



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