

# Warranty Information

## **WARRANTY AND PERIOD**

Ansell Lighting warrants only to the original end user that the products and parts manufactured will be free from defects in material and workmanship for the warranty period. The warranty period is determined commencing upon date of invoice to the end user or, if the end user cannot provide proof of invoice, then the dispatch date from Ansell Lighting.

LED warranty period is based on an average operating usage of eight hours per day and applies where failures exceed a component manufacturers expected failure rate and lumen depreciation.

## **ANSELL LIGHTING OBLIGATION UNDER WARRANTY**

Ansell Lighting's sole obligation under the warranty, shall be to repair or provide replacement product(s) during the warranty period. Ansell Lighting does not assume responsibility for delays in replacement or repair of products or parts. Products and parts repaired or replaced by Ansell Lighting under warranty, shall be warranted for the balance of the original warranty period.

## **DISCLAIMER OF ALL OTHER WARRANTIES**

No other warranties, expressed or implied, are given, and Ansell Lighting expressly disclaims all other warranties, including and without limitation, the implied warranties of merchantability and fitness for purpose.

## **LIMITATIONS**

No salesperson, representative, distributor or agent of Ansell Lighting, is authorised to make any guarantee, warranty, or representation that contradicts the terms contained in this Limited Warranty. Any Waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by an authorised representative of Ansell Lighting to be binding and enforceable. Ansell Lighting does not assume responsibility for any specific application to which any products or parts of products are applied including, but not limited to, compatibility with other products. Ansell Lighting will not accept any responsibility or warrant any product that has been tampered with or has been changed, altered or wrongly installed. All statements, technical information, or recommendations relating to the products or parts issued by Ansell Lighting are based upon tests believed to be reliable, but do not constitute a guarantee or warranty. Ansell Lighting shall not under any circumstances be liable to any party for loss of profits, loss of goodwill, or any other special, consequential, or incidental damages whatsoever, with respect to any claim in connection with products or parts manufactured by Ansell Lighting or products or parts used in any product or products manufactured by Ansell Lighting

## **EXCLUSIONS TO THE WARRANTY**

The limited warranty shall be null and void in the following circumstances :-

1. Modification or repair of any covered product or part by the installer, end user or any non-authorized Ansell Lighting service provider
2. Improper use or installation, failure to conduct regular maintenance or cleaning, or damage by accident or neglect, of any covered product or part by the end user or any third party. In particular, all AISI316L stainless steel products must be cleaned with the Ansell cleaning kit ASSCK every three months to keep the features of the product unaltered.
3. Failure by the installer, end user or any third party to exercise caution to protect any covered product or part from outside damage, adverse temperature (normal operating ambient temperature 0 - 25°C), humidity conditions, fluctuations in the electrical system or physical abuse as well as failure related to workmanship in the installation of the product or parts.
4. Ansell Lighting will not assume responsibility for corrosion or other resulting damage to products where they are installed in areas in which fertilizer or chemicals are present, either in the air or in the soil or where products are installed near to chemical plants etc., or areas with emissions of heavy polluted air.
5. Failure of supplied lamps: all lamps have a manufacturers average lamp life and can fail before or after the prescribed average. Lamp life is reduced by switching cycles, temperature and voltage fluctuations outside of their operational range.
6. It is essential that the battery packs within all emergency luminaires are replaced after a four year period. All emergency luminaires must be tested in accordance with BS EN 5266-8-2004. Increased frequency of emergency testings may result in the premature replacement of battery pack before the standard four year period. Batteries are supplied with a 12 month warranty only.