

LEDVANCE AUSTRALIA WARRANTY AGAINST DEFECTS

Your LED Light Fitting from LEDVANCE comes with a product warranty ("**Warranty**") for quality assurance, the terms and conditions of which are set out in this document.

The Warranty applies exclusively to LED Light Fittings from LEDVANCE purchased within Australia.

The Warranty is offered to you by LEDVANCE Pty Ltd at Suite 2, 21A, 394 Lane Cove Road, Macquarie Park NSW 2113.

Phone contact: 1300 467 726

Email address: technical.au@ledvance.com

IMPORTANT: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1. Definitions

In this warranty:

- 1.1 "**ACL**" means Australian Consumer Law which is set out in Schedule 2 of the *Competition and Consume Act 2010*
- 1.2 "**LEDVANCE**" means LEDVANCE Pty Ltd ABN 34 050 103 181
- 1.3 "**Product**" means **PRODUCT NAME** fitting from LEDVANCE listed as a product in the schedule at clause 3.1 below that is covered by the terms of the Warranty as set out in this document.
- 1.4 "**You**" or "**Your**" means the original end-user purchaser of the Product.

2. How LEDVANCE will honour the warranty

- 2.1 Subject to Your consumer rights under the ACL, if the Product fails to operate during the Warranty Period, LEDVANCE has the option to:
 - repair or replace the faulty components or parts; or
 - pay for the repair or replacement of the faulty components or parts; or
 - refund the price at which the faulty product was purchased.
- 2.2 To obtain the benefits under the Warranty, You must provide the original proof of purchase or sales receipt.

3. Warranty Period

3.1 The period in which Your **PRODUCT NAME** fitting is covered by the Warranty is described in the table below:

Trade Product	Warranty Period
LED Superstar G2 Downlight	5 years* or 40,000 hours (whichever comes first)
LED Superstar Tri-Colour Downlight	5 years* or 30,000 hours (whichever comes first)
LED Superstar Gimble Downlight	5 years* or 30,000 hours (whichever comes first)
LED Value Ceiling	5 years* or 15,000 hours (whichever comes first)
LED Value Tri-Colour Oyster	5 years* or 30,000 hours (whichever comes first)
LED Oyster Tri-Colour Wall Switch	5 years* or 40,000 hours (whichever comes first)
LED Oyster with Sensor	5 years* or 40,000 hours (whichever comes first)
LED Value Batten	5 years* or 20,000 hours (whichever comes first)
LED Panels	5 years* or 30,000 hours (whichever comes first)
LED High Bay Pro	5 years* or 50,000 hours (whichever comes first)
LED High Bay Value	5 years* or 30,000 hours (whichever comes first)
LED Damp Proof Batten	5 years* or 30,000 hours (whichever comes first)
LED Floodlight	5 years* or 30,000 hours (whichever comes first)
LED Floodlight Pro	5 years* or 30,000 hours (whichever comes first)
LED Performance Blade Batten	5 years* or 50,000 hours (whichever comes first)
LED Performance Narrow Batten	5 years* or 50,000 hours (whichever comes first)

Professional Product	Warranty Period
Downlight Alu Range	5 years* or 50,000 hours (whichever comes first)
Downlight Comfort	5 years* or 50,000 hours (whichever comes first)
Downlight Slim Range	5 years* or 50,000 hours (whichever comes first)
Spotlight Range	5 years* or 50,000 hours (whichever comes first)
Tracklight Range	5 years* or 50,000 hours (whichever comes first)
Weatherproof Range	5 years* or 50,000 hours (whichever comes first)
Weatherproof Slim Value	5 years* or 30,000 hours (whichever comes first)
Floodlight Range	5 years* or 50,000 hours (whichever comes first)
Panel Gen 1 Range	5 years* or 50,000 hours (whichever comes first)
Panel Gen 2 Range	5 years* or 70,000 hours (whichever comes first)
Panel Value Range	5 years* or 50,000 hours (whichever comes first)
Oyster Compact Range	5 years* or 50,000 hours (whichever comes first)
Oyster Range	5 years* or 30,000 hours (whichever comes first)

Professional Product	Warranty Period
Linear IndiviLED® Range	5 years* or 60,000 hours (whichever comes first)
Linear Compact Range	5 years* or 50,000 hours (whichever comes first)
Trusys® Range	5 years* or 50,000 hours (whichever comes first)
Highbay Range	5 years* or 50,000 hours (whichever comes first)
Highbay DALI	5 years* or 80,000 hours (whichever comes first)
Outdoor Facade & Path Range	5 years* or 30,000 hours (whichever comes first)
Emergency Exit Sign	1 year*

* The Warranty period commences from the date of purchase shown on the proof of purchase.

4. Warranty Details

4.1 Subject to Your rights under the ACL, the Warranty only applies under the following conditions:

- the product is properly installed or installed consistent with the manufacturer's instructions, or installed by a suitably trained and qualified installer
- the product is used for the proper design purpose of illumination
- the product is used in normal conditions, where the limits of temperature values, switching cycles and voltage values are not exceeded (please refer to Product Data Sheet)
- the product is not subject to unauthorized modification, alteration or repair
- the product failure was caused by material, design or production faults

4.2 The Warranty DOES NOT COVER:

- damage that is only cosmetic in nature where the functional properties of the product is not affected
- damage that is attributable to misuse, negligence, abuse or accidental damage
- damage that is caused by exposure to moisture and/or chemicals such as bleach or cleaning solutions
- damage that is caused by civil disturbances, theft, fire or acts of nature, including but not limited to floods and lightning
- damage that is caused by the use of an accessory component or equipment that is not supplied by the LEDVANCE Group

5. Claim process

5.1 To make a claim under the Warranty customers can take the following actions:

- Telephone LEDVANCE on 02 94818399

- Email LEDVANCE on technical.au@ledvance.com
- Send the faulty product along with the a proof of purchase (such as a receipt of purchase) to LEDVANCE at the following address:

*LEDVANCE Pty Ltd
Suite 2, 21A,
394 Lane Cove Road,
Macquarie Park NSW 2113.*

- Upon receipt of the faulty product and proof of purchase, LEDVANCE will assess the faulty product and the claim
- If LEDVANCE accepts the claim as valid, LEDVANCE will provide an equivalent replacement product or provide a refund of the amount stated in the proof of purchase
- If LEDVANCE determines the claim to be invalid, LEDVANCE will provide you with an explanation and if requested the faulty product will be returned.

6. Responsibility for expense of claim or loss

6.1 It is your responsibility to cover any expense associated with the claim, including:

- freight charges or postage of the faulty product to LEDVANCE;
- the cost of labour or equipment required for the removal or replacement of the faulty product; and
- any other costs associated with or arising out of the repair or replacement.

6.2 Subject to your rights under the ACL, LEDVANCE is not responsible for any compensation of damages or loss of profits that are not covered under this Warranty.