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## Limited Warranty of LED Group ROBUST Products\_v5

Updated: 18.02.2017

This warranty applies to all ROBUST products; although the specific warranty period is dependent on the product in question. Refer to the product packaging and accompanying documentation to determine the appropriate warranty period. The conditions of the warranty are listed in this document. The customer's statutory rights are not affected by the warranty.

Due to the wide nature of application and environments in which products can be installed, this warranty is dependent on proper use within specifications and does not cover all uses or applications. Unless otherwise specified in instruction leaflets or datasheets, all products are designed and manufactured for use in standard ambient environments with no contaminants and are suitable for cleaning with warm water only. Contact LED Group with specific details if in doubt about operating conditions and applications.

If a product is designed to be used in conjunction with lighting controls (e.g. dimmers, timers, PIR or photocell sensors), the product must be properly connected to appropriate switching control circuits by a professionally qualified person, and configured per the product instruction leaflet. With regard to dimmers, particular attention must be paid to the specific type (leading edge or trailing edge) and model that is compatible with the product.

LED fittings must not be connected or "hot-plugged" to an already live driver. The mains supply must be switched off, and the driver connected to the fitting, before the mains can be switched on again. Failure to follow this procedure can lead to current surges and/or voltage spikes damaging the LED fitting. LEDs, like all semiconductor devices, are susceptible to ESD (Electro-Static Discharge). Anti-static protection should be worn when installing or maintaining an LED fitting. Care should be taken to avoid contact with sensitive areas such as LEDs and electronic components.

Products, particularly LED products, may be susceptible to damage from contaminants (e.g. sulphur), and/or aggressive cleaning agents. Care should be taken to avoid exposure to such compounds.

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## Warranty Conditions

The warranty offered by LED Group Robus is valid under the following conditions:

- LED Group, at its sole discretion, may decide to repair defective components or products, supply adequate products as replacement or reimburse products to original customers following a successful warranty claim. The customers or end customers bear the costs for demounting and remounting as well as for sending in and returning products. Any other costs, e.g. replacement costs upon installation, costs caused from failures of the installation or other damage and/or consequential damage are not covered by this warranty.
- No liability of any nature shall be incurred or accepted by LED Group in respect of any representation made prior to purchase.
- LED Group reserves the right to change or withdraw products without notice.
- ROBUST Products from LED Group must be used in accordance with the relevant product and application specifications as stated in the instruction leaflet. Minimum and maximum values of temperatures and voltages must not be exceeded and the product not exposed to any mechanical stresses.
- The products must not be installed or operated in non-standard environments or exposed to unsuitable cleaning agents or similar chemicals.
- The warranty covers solely product failures caused by material, design or production faults.
- The applicable warranty period for a product is indicated on product packaging and/or instruction leaflet.
- **Note:** Any warranty on LED emergency products is independent of the battery – All batteries have a standard warranty period of 2 years.
- The indicated lifetime is achieved by operating lighting components per the conditions specified in the instruction leaflet, to relevant international standards, and in accordance with local regulations.
- The products must be used with components, and accessories as specified in the instruction leaflet or by LED Group; failure to do so will void the warranty.
- The products must not be modified or repaired by any persons other than those nominated by the manufacturer. Any unauthorised modification or repair may render the products unsafe and will invalidate the warranty and conformance to any safety or safety standards that may apply. LED Group will

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accept no responsibility for any modified fittings or for any damage caused as a result of modifications. All details are given as guidance only and do not constitute a contract.

- LED Group does not accept responsibility for the condition of product given as a sample or products previously sold. Colour temperature, paint finish, general aesthetics may change from sample to production.
- Warranty claims must be accompanied by proof of purchase from an authorised stockist of LED Group and can only be raised/returned through that stockist.

### **Australian Consumer Law**

LED Group ROBUST goods come with guarantees that cannot be excluded under the Australian Consumer Law. The customer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. The customer is 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.

### **Warranty Claim Procedure**

Warranty claims should be directed initially to the vendor at the point of purchase, who should subsequently make contact with the local LED Group Office or local Sales Representative. LED Group will then advise on instructions to progress the warranty claim, such as providing specific details of the fault, returning faulty product for analysis, or otherwise.

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