

Warranty - Policy, Terms and Conditions

A. Policy

- This document sets forth the warranty policy of Switch Lighting Limited (Supplier) from which you (Purchaser) purchase your products. This policy is applicable only to the Supplier's branded and manufactured LED products as listed in the table below.
- This warranty policy is subject to the provisions as set forth herein and is subject to the terms and conditions as below.

B. Territory

- New Zealand

C. Warranty period

- Subject to the provisions as set forth in the Warranty Terms and Conditions as below the Purchaser receives the warranty for the applicable period, as described in Table 1.

Item	Product	Warranty Period
1	Recessed downlight - luminaire	7 year
2	Outdoor luminaire	5 year
3	SLEDs - downlights, battens	5 year
4	SLEDs - oysters	3 year
5	LED drivers	5 year
6	Intelligent controls	1 year

Table 1: Warranty period for the Supplier's products

D. Limited Warranty

- The warranty described herein shall only apply to the Supplier's branded lighting products.
- The Supplier warrants that each product will be free from defects in material and workmanship. If a product fails to operate in accordance with this warranty the Supplier will provide free replacement of the failed product subject to the limited warranty terms and conditions set forth below.

E. Terms and Conditions

- The warranty period starts on the date of invoice.
- Products must be installed by a qualified electrician.
- This warranty is conditional upon correct installation, use and maintenance. Installation and operation must be in accordance with AS/NZS3000, AS/NZS60598 and with the Supplier's instructions and guidelines.
- This warranty is not applicable to any luminaire that is subjected to abnormal stresses and operating conditions.
- The Supplier's warranty is only applicable to the Purchaser.
- If any product is returned by the Purchaser then the Supplier, at its option, may repair or replace the product or the defective part, or reimburse the Purchaser for the purchase price.
- Repair or replacement of the product or defective part does not include any removal or reinstallation activities, costs or expenses, including without limitation, labour costs, freight and expenses.
- Non-branded products sold by the Supplier are not covered by this warranty.
- This warranty shall be void in the event any repairs or alterations, are made to the product by any person unless duly authorised by the Supplier in writing.
- This warranty does not apply to damage or failure to perform arising as a result of force majeure (e.g. earthquake, lighting strike etc.).

F. Warranty Claims

- All warranty claims are to be supported with at least the following information. Additional information may be required on request.
 - Installation date and invoice date
 - Detailed description of problem
 - Photos of installation, showing wiring connections.

G. Limitations

- This is a limited warranty and excludes incidental and consequential damages such as loss of revenue/profits or damage to property.
- Upon request, the Supplier's representatives must be allowed access to the defective product and or installation for verification of compliance.
- The Supplier cannot be held liable for electrical supply conditions. This warranty will be void if any of the following but not limited to occur:
 - Lightning strike, power surge, over/under voltage.
 - Operation in ambient temperature that is higher than stated in the Supplier's installations sheet (or if not stated, 25°C should be assumed).

H. Maintenance - Exterior Products

- It is essential that all exterior electrical connections are completely watertight. Failure of such electrical connections due to water ingress may damage the LED products & void this warranty.

Applies only to IP67 rated products

- All lights will maintain their finish quality longer if regularly washed down with fresh water, particularly in coastal environments.
Stainless Steel:
- Wash down with fresh water.
- Avoid contact with dissimilar metals, particularly aluminium, as this may cause electrolytic corrosion of one or both metals.
- Ensure that the stainless steel is open to the air and free of all materials - if air cannot reach the surface the product may discolour.
- Avoid abrasive cleaning products which may leave surface scratches.
- *Copper:*
- This is a soft finish that will develop a natural patina and darken over time - it is normal for the glossy metallic finish to tarnish naturally.
- Avoid contact with dissimilar metals as this may cause electrolytic corrosion of one or both metals.
- Avoid abrasive cleaning products which may leave surface scratches on the soft finish.
- *Anodised Aluminium Alloy:*
- These products have a hard oxide coating which is much more durable than paint.
- Avoid contact with dissimilar metals, particularly steel or stainless steel, as this may cause electrolytic corrosion of one or both metals.
- Avoid mechanical damage to the surface coating.