

Energywise Luminaires 5 YEAR WARRANTY

Energywise Systems offers a 5-year warranty against manufacturing and material defects on all products branded Energywise. Providing all conditions below are fulfilled, Energywise Systems will either repair or replace the products. The warranty period is valid from the date of sale.

This is only valid if the product has been used/installed:

- In accordance with their intended purpose and application specifications.
- Within the specified operational envelope, e.g. environment/ temperature range and frequency.
- In a professional and legal manner and in accordance with installation instructions provided.

The warranty does not cover;

- Any type of consequential loss.
- Damage due to site issues relating to surge, voltage or current.
- Failures due to exposure to extreme conditions, e.g. thunder, lightning, power surges, water ingress, fire, bad ventilation or other conditions beyond the control of Energywise Systems unless specified otherwise in spec sheet.
- Parts that need to be replaced due to normal wear and tear, e.g. interchangeable light sources or other components stipulated on spec sheet.
- Failures due to compatibility issues between the products and the installation environment. e.g. control system & power supply of software if not supplied by Energywise.
- Products that have been modified or repaired by unauthorized personnel.
- Faults caused by the installer through installation or testing errors including but not limited to, 'dropping' the neutral or connecting to an incorrect or unstable power supply.
- All ancillary expenses incurred in connection with rectifying defects (such as installation and removal, transport, hoisting gear, disposal, travel and travel time expenses) are borne by the Buyer.
- Invoices by third parties brought in by the Buyer for repairs shall not be payable or reimbursed by the seller unless previously approved in writing by Energywise.
- Energywise does not cover any battery backup system not installed by Energywise on our products.
- Any damages incurred in transit or subsequently on site.
- Minor Variances in colour temperature
- Damages resulting from UV exposure, excessive humidity or aggressive substances (including salt or saltwater) are not covered except if specified on the fittings spec sheet.

Terms and conditions of the Warranty:

- The replacement product/part can deviate from the original but with equivalent functionality and/or minor design changes.
- Only the remaining part of the warranty period remains applicable to the repaired/ replaced products or parts.
- If reselling the buyer shall not give its customer any warranty greater than the warranty and, Energywise shall not be bound by any such greater warranty.

Assertion and checking of Claims:

- Claims must be submitted in writing along with the faulty product immediately after the respective fault has occurred.
- Any claim under warranty must be made in writing and specify details of the failed product or part including installation date, description of the problem & project name.
- Energywise shall provide a test report within 10 working days from date the fittings are delivered back to Energywise.
- Should the product be affected by defects covered by this warranty, Energywise shall be free to decide in its absolute discretion whether to repair or replace the product with the same or equivalent product - subject to the technological progress that has taken place since the release of the original product.
- The customer undertakes to ensure the product is safely packed before sending it back. Any damage incurred in transit back to Energywise will prevent Energywise from ascertaining the original fault. Should this be the case the warranty will be void.
- Cost of transporting the product back to Energywise is at the customer's expense.

Retrofit Kits:

- The 5 year warranty in regards to any and all retrofit luminaires applies to the components supplied only and not the pre-existing components nor the workmanship associated with the retrofitting of the supplied components. The warranty does not cover compatibility, installation, age, fatigue, ingress ratings or installer negligence of the existing housing.

SPECIAL NOTE:

- In the event of an overvoltage incident, the warranty on the entire installation/site is void regardless of immediate signs of failure of the remaining product. This immediately terminates any right of future warranty claims in regards to the fittings installed on that site.
- Maximum operating temperature is 65°C
- Due to technical improvements or user-related changes in luminous flux, subsequent deliveries may show differing photometric properties to the original products.
- National Laws under which the manufacturer shall be liable and governed by are limited to South Africa's Consumer Protection Act 68 of 2008.

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