

Energywise Luminaires 5-Year Warranty

Energywise Systems warrants its luminaires against manufacturing and material defects for a period of five (5) years from the date of dispatch to the customer.

This warranty applies only if the products are:

- Used and installed for their intended purpose and in accordance with the provided specifications, including operational environment, temperature range, and frequency.
- Installed professionally and legally, following the provided installation instructions.

This warranty does not cover:

- **Consequential loss:**
 - Any indirect or resulting damage caused by the product.
- **Site issues:**
 - Damage caused by surges, overvoltage, undervoltage, current irregularities, lightning, or power outages falls outside warranty coverage unless otherwise specified in the product's specification sheet. Energywise warranties are valid for products operating within the standard South African voltage range (230V $\pm$ 10%).
- **Extreme conditions:**
 - Failure due to exposure to extreme weather, bad ventilation, or other conditions beyond Energywise's control.
- **Normal wear and tear:**
 - Replacement of parts such as interchangeable light sources or components specified in the specification sheet.
- **Compatibility issues:**
 - Failures due to incompatibility with the installation environment, including control systems or power supplies not supplied by Energywise.
- **Unauthorized modifications:**
 - Products modified or repaired by unauthorized personnel or without written consent by Energywise.
- **Installer errors:**
 - Faults caused by the installer during installation or testing, including but not limited to incorrect power supply connection and dropping the neutral.
- **Ancillary expenses:**
 - Removal, installation, transportation, hoisting, disposal, travel, and labor costs associated with repairing or replacing the product are borne by the customer.
- **Third-party repairs:**
 - Invoices for repairs by third parties hired by the customer are not covered by this warranty unless pre-approved in writing by Energywise.
- **Non-Energywise battery backups:**
 - Any battery backup system not installed by Energywise is not covered. Installed Energywise battery backups have a separate 6-month warranty on the battery only.

- **Transit damage:**
 - Damage incurred during shipping or on-site handling.
- **Minor color temperature variations:**
 - Slight variations in color temperature are not considered defects.
- **UV, humidity, and aggressive substances:**
 - Damage caused by UV exposure, excessive humidity, or aggressive substances (including salt or saltwater), unless specified on the product's specification sheet.

Smoke and Fire Damage Clause:

In cases where luminaires have been exposed to fire or smoke, potential damage can occur and may only become apparent over time. This includes:

1. **Black Film:** Smoke deposits a black film on internal components, causing insulation that can lead to overheating and early failure, especially in LEDs.
2. **Magnetic Charge:** Smoke particles carry a magnetic charge, increasing the risk of short circuits in both driver circuits and LED boards.
3. **Acidity from Soot:** Acidic soot from smoke degrades electronics, significantly reducing their lifespan.

Due to the unpredictable and gradual nature of smoke damage, all Energywise Systems luminaires exposed to fire or smoke will be void from the standard warranty. This clause applies even if the luminaire appears functional, as internal damage may not be immediately evident or testable.

We recommend that any installations affected by smoke or fire damage be assessed with the customer's insurance provider to mitigate potential replacement costs.

Warranty Terms and Conditions:

- Replacement products or parts may differ from the original but will have equivalent functionality and may have minor design changes.
- The remaining warranty period applies to repaired or replaced products or parts.
- The customer may not offer a warranty exceeding this warranty to their own customers, and Energywise is not bound by any such greater warranty.
- Any luminaire repaired or replaced under warranty will retain the remainder of the original warranty period. For example, if a luminaire with a 5-year warranty is replaced after 3 years, the replacement unit will carry the remaining 2 years of the original warranty. However, any luminaires purchased outright (not as warranty replacements) will come with the corresponding full warranty in place from the date of purchase.

Non-Transferability of Warranty

This warranty is extended solely to the original end user who purchased the product either directly from Energywise Systems or through an authorized distributor or reseller. It is non-transferable and

will become null and void if the product is resold or transferred to a third party after the initial purchase. No warranty coverage shall apply to any product that changes ownership after its original installation, regardless of whether the product is still within the original warranty period.

Claiming and Checking Warranty:

- Claims must be submitted in writing with the faulty product immediately after the defect occurs.
- The claim must specify details of the product or part, including installation date, problem description, and project name.
- Energywise will test the product within 10 working days of receiving it at our facility.
- If the product has a covered defect, Energywise will decide at its discretion whether to repair or replace it with the same or a similar product, considering technological advancements since the original product's release.
- The customer is responsible for safe packing and any damage incurred during return shipping may void the warranty.
- The customer bears the cost of returning the product to Energywise.

Special Notes:

- Overvoltage incidents can cause immediate or delayed luminaire failure. Any potential overvoltage will be documented, and subsequent warranty claims from that site will be assessed objectively. Overvoltage-related failures are not covered.
- Due to technical improvements or user-related changes, subsequent deliveries may have differing photometric properties from the original products.
- Energywise's liability is governed by South Africa's Consumer Protection Act 68 of 2008.
- The 5-year warranty for retrofit luminaires applies only to the supplied components and does not cover environmental damage to those components due to housing issues, age fatigue, or installer negligence.

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