

Energywise Luminaires 5-Year Warranty

Energywise Systems warrants its luminaires against warrantable defects, subject to the product-specific warranty periods, conditions and exclusions set out below. Standard luminaires carry a five (5) year warranty. This warranty is intended to provide a clear and fair process for genuine product failures while distinguishing them from failures caused by installation, site conditions, external events or normal degradation.

1. Warranty commencement: The five-year warranty period is calculated from a commencement date thirty (30) calendar days after the applicable Energywise invoice date, and therefore expires five (5) years and thirty (30) calendar days after the invoice date. The product remains eligible for warranty assessment during the initial 30-day allowance. This allowance accommodates normal transport, delivery and installation time and does not vary according to the actual delivery, installation or commissioning date.

2. Warrantable defect: A warrantable defect is a failure attributable to defective materials, components or workmanship under normal intended operating conditions and within Energywise's published product specifications. A product ceasing to operate during the warranty period does not, by itself, establish a warrantable defect.

3. Conditions of coverage: Coverage applies only where the product has been used for its intended purpose; installed professionally and lawfully in accordance with Energywise's installation instructions; and operated within the published environmental, temperature, electrical, control and other product specifications.

4. Electrical, installation and site causes: This warranty does not cover failure or damage that Energywise's technical assessment determines was caused or materially contributed to by surges, overvoltage, undervoltage, current irregularities, lightning, power outages, incorrect connection, a dropped neutral, installer error, incompatible control systems or power supplies, inadequate ventilation, extreme weather, or other installation or site conditions outside Energywise's reasonable control. Unless a product specification states otherwise, the applicable supply range is the standard South African voltage range of 230 V +/-10%. The existence of a site irregularity will not alone determine a claim; the exclusion applies where the assessment reasonably links that condition to the failure or damage.

5. Normal degradation, wear and consumables: Normal wear, expected lumen depreciation, colour shift or other performance change within published ratings, and replacement of consumable or interchangeable items identified in the specification sheet are not defects. This exclusion does not apply to a premature failure of an otherwise covered component where Energywise's technical assessment establishes defective materials, components or workmanship.

6. Other exclusions: The warranty does not cover consequential or indirect loss; transit or on-site handling damage; minor colour-temperature variation; damage caused by UV exposure, excessive humidity, salt, saltwater, aggressive substances or contaminants unless the relevant specification expressly permits that exposure; incompatibility with equipment not supplied or approved by Energywise; or products modified, opened other than as required by Energywise's installation instructions, or repaired by unauthorised persons or without Energywise's prior written consent.

7. Fire, smoke and contamination: Products exposed to fire, smoke, excessive heat, soot or associated contaminants are excluded from warranty because such exposure may cause immediate or latent damage to electronic, optical or mechanical components, whether or not the damage is immediately visible or measurable. Customers should refer fire- or smoke-affected installations to their insurer where appropriate.

8. Ancillary costs: Unless Energywise agrees otherwise in writing before the relevant work is undertaken, the customer is responsible for all removal, reinstallation, transport, return freight, hoisting, access, disposal, travel and labour costs associated with inspecting, repairing or replacing a product. Third-party repair costs or invoices are not covered unless Energywise gave prior written approval.

9. EMERGENCY (EMG) LUMINAIRES - TWO-YEAR COMPLETE-PRODUCT WARRANTY: Where a luminaire is supplied by Energywise with an integrated emergency (EMG) battery-backup system, the COMPLETE LUMINAIRE - including the emergency battery, emergency control gear and all other components - carries a two (2) year warranty from the warranty commencement date in clause 1. The standard five-year warranty does not apply to that EMG-configured luminaire. Emergency systems, batteries or backup equipment fitted, modified or replaced by a party other than Energywise are excluded from this warranty.

10. Notification and submission of claims: The customer must notify Energywise in writing within thirty (30) days after becoming aware, or reasonably being expected to become aware, of the alleged defect. The product must not be operated further where continued operation could worsen damage or create a safety risk. Energywise will provide reasonable claim and return instructions.

11. Traceability: A claim must provide sufficient information to reasonably establish warranty eligibility, including product identification, installation/site details, the approximate supply and installation dates, a description of the failure, the project or customer reference, and batch, serial or production information where applicable. Energywise may decline a claim where insufficient traceability exists to reasonably verify the product, applicable warranty period or claim eligibility.

12. Reasonable information and access: Energywise may request photographs, installation details, electrical measurements, operating data, failed components, site access or other information reasonably necessary to assess causation and claim validity. Assessment of the claim is dependent on Energywise receiving the reasonably required information, product or access. Requests will be proportionate to the nature of the claim.

13. Testing and Technical Evaluation Report (TER): Energywise may inspect and test a returned product or the relevant installation and will record its findings in a Technical Evaluation Report (TER) or equivalent assessment. Energywise aims to complete testing within ten (10) working days after receiving the product and all reasonably required information, subject to the nature and complexity of the assessment. If testing does not establish a warrantable defect, the result may be recorded as No Fault Found (NFF), and the claim will not be approved unless further evidence reasonably establishes a covered defect.

14. Warranty remedy: For an approved claim, Energywise will determine the remedy at its discretion. The remedy may comprise repair, replacement of the defective component, or replacement of the product with the same or a functionally equivalent product, taking account of product availability and technological development. A replacement product or component may have minor design or photometric differences. Unless Energywise expressly agrees otherwise in writing, a warranty claim does not create an entitlement to a monetary credit or refund.

15. Remaining warranty only: A repaired or replaced product or component remains covered only for the unexpired balance of the original product's warranty period; repair or replacement does not restart or extend that period. A separate product purchased outright, rather than supplied as a warranty remedy, carries the warranty applicable to that new purchase.

16. Return of products: The customer must package returned products safely and bears the cost of returning them to Energywise unless otherwise agreed in writing. Damage caused by inadequate packing or return transport is not covered and may prevent or limit a reliable technical assessment.

17. Non-transferability: To the extent permitted by applicable law, this warranty is provided to the original end user who purchased the product directly from Energywise or through an authorised distributor or reseller and is not transferable following resale or transfer of the product or the original installation.

18. Customer warranties: A customer or reseller may not bind Energywise to any warranty longer or broader than this warranty unless Energywise has expressly agreed to it in writing.

19. Retrofit luminaires: For retrofit luminaires, this warranty applies only to the components supplied by Energywise and does not cover failure or damage caused by the existing housing, environmental conditions, age-related fatigue of retained parts, or installer negligence.

20. Consumer Protection Act: Energywise's liability and the customer's rights remain subject to South Africa's Consumer Protection Act 68 of 2008. Nothing in this warranty is intended to exclude or limit rights or remedies that may not lawfully be excluded or limited.

Approved By:	Andrea Barausse	Designation:	Managing Director
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