



WARRANTY

COVERAGE

When properly installed and under normal conditions of use, Enduralite Global (HK) Ltd. (“Manufacturer”) warrants to the End User that the supplied LED luminaires or its component parts (“Product”) shall be free from defects in material and workmanship in its intended use (normal wear and tear excepted) for a period of five (5) years from the date of purchase.

WARRANTY CLAIM

To make a warranty claim, within thirty (30) days of first noticing any warranty related defect, End User must fill out and submit the warranty claim form available on Manufacturers website. Based on the information provided, Manufacturer will direct the End User to return the Product to the nearest Enduralite Distributor, Enduralite Repair Center or to Manufacturer.

INCLUSIONS

If any Product covered by this warranty is returned within the applicable warranty period set forth above, and upon examination Manufacturer or Distributor determines to its satisfaction that such Product was defective in material or workmanship at the time of delivery to the End User, Manufacturer will, at its option, repair or replace the Product or the defective part. A Product is considered “defective” if five per cent (5%) of LEDs, per luminaire, are non-operating LEDs or lumen output has depreciated by greater than twenty-five percent (25%).

If Manufacturer chooses to replace the Product and is not able to do so because it has been discontinued or is not available, Manufacturer may replace it with a comparable Product.

For purposes of clarity, “repair or replace the Product or the defective part” does not include shipping costs or reinstallation costs or expenses including but not limited to labor costs or expenses.

LIMITATIONS AND CONDITIONS

Products should be used within their specifications (e.g. care must be taken regarding temperature, water ingress and other extreme conditions, indoor/outdoor, up-lighting/down lighting, etc.) and according to application guidelines. Warranty becomes void if the Product is misused.

This warranty applies only to the repair or replacement of the Product and only when the Product is properly handled, installed and maintained according to Manufacturer instructions

Manufacturer cannot be held liable for electrical supply conditions, including supply spikes, over-voltage/under-voltage and Ripple Current control systems that are beyond the specified limits of the Products and those defined by relevant supply standards (e.g. EN 50160 norms).

Manufacturer reserves the right to make the final decision on the validity of any warranty claim. Therefore, it is necessary to return the defective LED luminaire to Manufacturer or authorized Distributor or authorized Repair Center for analysis.

This limited warranty does not cover the following:

1. Product failure caused by faulty power supplies, overheating caused by improper installation, omission of heat sink parts or misapplication/omission of heat transfer compound unless due to fault of the manufacturer.
2. Failure caused by fires, misuse, accidents, abuse, neglect, mishandling, misapplication, improper handling/installation incurred by the user/installer or Acts of God (such as lightning or fluctuations in electrical power).
3. Products which have been modified or have had the serial number altered or rendered illegible.
4. Product is left operating in conditions/requirements other than those specified in respective Product specifications, brochures or user manuals.
5. The Product has been disassembled or serviced by personnel not authorized by Manufacturer.

EXCLUSIONS

This is a limited warranty, and excludes shipping, labor costs, installation and consequential damages (such as loss of revenue/profits, damage to property or other related loss).

Manufacturer shall not be liable for any loss of use of the equipment, inconvenience, or any other damages, whether direct, indirect, incidental or consequential resulting from the use of this Product, or arising out of any breach of this warranty. The limited warranty and remedies set forth herein are exclusive and in lieu of all other warranties whether statutory, express or implied including all warranties of merchantability and fitness for particular purpose and all warranties arising from course of dealing or usage of trade. No person, agent, distributor, dealer or company is authorized to change, modify or extend the terms of this limited warranty in any matter whatsoever.

We expressly disclaim all warranties not stated in this limited warranty.