

GLOBAL PRODUCT WARRANTY



Warranty Statement

Andromeda™, Corona™ and Polaris™ series luminaires

STANDARD WARRANTY 5 years Not conditional on burn hours	COVERS Housing, LED engine, driver & controls Components supplied by Empyrean Lighting™	WARRANTY STARTS Original invoice date For the product in question	CLAIM FREIGHT Customer's cost Effective 1 January 2026
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01 General Warranty Terms

Empyrean Lighting™ provides a standard **five (5) year warranty** on all luminaires within the **Andromeda™**, **Corona™**, and **Polaris™** series. This warranty covers the luminaire housing, LED engine, driver (power supply/transformer), and control components supplied by Empyrean Lighting™.

The warranty is not conditional on burn hours; however, it is strictly and entirely conditional upon correct installation and compliant supporting electrical infrastructure. Correct installation of the luminaires is the sole and absolute responsibility of the customer. Installation must be performed exclusively by appropriately licensed, certified electrical contractors with demonstrable expertise in the installation of LED lighting systems and a thorough understanding of their electrical, environmental and thermal requirements. Any failure, damage or performance issue arising from incorrect installation, unsuitable electrical infrastructure, or installation by unqualified or inexperienced personnel shall render the warranty void. All installations must be certified as fully compliant with all applicable local electrical standards, codes and regulations.

02 Electrical Supply & Infrastructure Conditions

The performance, reliability, and service life of LED lighting systems are directly dependent on the quality and stability of the electrical supply. All Empyrean Lighting™ luminaires are designed to operate within the voltage tolerances prescribed by **AS/NZS 60038 (Standard Voltages)** or applicable international equivalents.

Electrical supply conditions operating outside these prescribed limits—including, but not limited to, sustained over-voltage or under-voltage, voltage transients, unstable or fluctuating supply, harmonic distortion, poor power factor, or non-stabilised electrical infrastructure—may adversely affect luminaire performance and longevity.

Failures or degradation resulting from electrical supply conditions that do not comply with AS/NZS 60038, or from electrical infrastructure that has not been adequately normalised, stabilised, or conditioned, are considered external to the luminaire design and **are not covered under this warranty**.

The warranty will be deemed void where ingress protection (IP rating) has not been maintained. This includes, but is not limited to, failures arising from cabling, terminations, connectors, or conduit that are not supplied or installed by Empyrean Lighting™.

Failures of drivers (power supplies/transformers) or LED engines resulting from voltage or current outside stated product tolerances, or from supply conditions exceeding ranges prescribed by AS/NZS 60038 or relevant international equivalents, are not covered under warranty.

The warranty period commences from the original date of invoice for the product in question.

03 Extended Warranty Options

Empyrean Lighting™ may offer extended or project-specific warranty conditions on a case-by-case basis. Further information regarding these conditions is available by contacting Empyrean Lighting™ with relevant project details.

04 Warranty Claim Assessment Process

1 Submit your claim in writing

All warranty claims must be submitted to Empyrean Lighting™ in writing and include sufficient information to allow assessment of the claim. This may include, but is not limited to, proof of purchase, installation details, photographs, fault descriptions, and details of the site electrical infrastructure.

2 Inspection & failure analysis

Where required, Empyrean Lighting™ may request the return of failed components (including drivers or luminaires) for inspection and failure analysis. No warranty determination will be made until such analysis is completed.

3 Interim replacements

If interim replacement components are supplied prior to completion of analysis, these may be charged initially. Where failure analysis confirms a manufacturing defect covered under warranty, applicable costs will be credited or reimbursed. Failures determined to be the result of installation practices, electrical supply conditions, environmental factors, or other external influences are not covered under warranty.

4 Site attendance & reports

Empyrean Lighting™ reserves the right to attend site, or request third-party electrical reports (such as voltage logging or power quality analysis), where reasonably required to determine the root cause of failure.

05 Freight & Logistics Costs

EFFECTIVE 1 JANUARY 2026

Effective from 1 January 2026, all freight, shipping, handling, and logistics costs associated with warranty claims shall be the responsibility of the customer. This includes, without limitation, the cost of returning failed components to Empyrean Lighting™ for inspection or failure analysis, as well as the freight cost for delivery of any repaired or replacement parts supplied under warranty. Empyrean Lighting™ will not be liable for any freight or transport charges incurred in connection with warranty claims, irrespective of whether the claim is accepted or rejected.

06 Replacements

Empyrean Lighting™ will replace any luminaire as promptly as reasonably possible once responsibility for the product failure has been accepted within the applicable five (5) year warranty period.

If an individual LED diode fails during the warranty period due to a confirmed manufacturing defect, the entire luminaire will be replaced. The faulty unit may be repaired and returned to service, if required, and will continue under the original warranty period.

Driver replacements may initially be charged until failed units are returned and analysed to determine the cause of failure. Where analysis confirms a manufacturing defect (and not an installation, surge, or power quality issue), Empyrean Lighting™ will reimburse the cost of replacement drivers.

If Empyrean Lighting™ elects to replace the Product but is unable to do so due to discontinuation or unavailability, Empyrean Lighting™ may, at its discretion, either refund the purchase price or supply a comparable product. Minor variations in design or specification may apply.

This is a limited warranty and excludes, without limitation, installation costs, access equipment (including scaffolding, lifts, or similar), and any special, incidental, or consequential damages, including but not limited to loss of revenue, loss of profits, or property damage.

07 Cancellations

Cancellation of any purchase order will result in forfeiture of any deposit paid and, where applicable, additional charges including restocking fees and shipping costs, unless otherwise authorised in writing by Empyrean Lighting™.

Empyrean Lighting™

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