

January 1st 2018



GLOBAL PRODUCT WARRANTY

Warranty Statement

General

Empyrean Lighting™ extends a standard 5 year warranty on all luminaires. This includes the fitting, LED engine, driver and control components provided by Empyrean Lighting™.

This warranty is not conditional on burn times, but does rely on installation and supporting infrastructure to be in accordance and certified by relevant local electrical standards.

Driver (power supply/transformer), or lamp failure due to the units being subjected to voltage or current outside their stated tolerance, or power supply exceeding ranges prescribed by AS/NZS60038 or relevant international equivalent is not covered by warranty.

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

Extending Warranties

Empyrean Lighting™ also offers special warranty conditions on a project by project basis.

Further information on these conditions are available by contacting Empyrean Lighting™ with your project details.

Replacements

Empyrean Lighting™ will replace any luminaire as rapidly as possible once responsibility for the product failure has been accepted within the warranty period (5 years).

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

Driver replacements will be charged until failed units can be analysed to determine cause of failure. If failure is a result of a product defect and not an installation/surge, Empyrean Lighting™ will reimburse cost of replacement units.

Cancellations

Cancellation of project orders made after production begins will result in a forfeit of deposit unless otherwise authorised by Empyrean Lighting™.
