

January 1st 2020



# GLOBAL PRODUCT WARRANTY

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## Warranty Statement

### General

Empyrean Lighting™ extends a standard 5-year warranty on all luminaires within the Andromeda™ and Corona™ series. 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 issue, Empyrean Lighting™ will reimburse cost of replacement units.

If Empyrean™ chooses to replace the Product and is not able to do so because it has been discontinued or is not available, Empyrean Lighting™ may refund the purchaser or replace the product with a comparable product (that can show small deviations in design and product specification).

This is a limited warranty and excludes, but not limited to, installation, providing access to products (scaffolding, lifts, etc.), and special, incidental and consequential damages (such as loss of revenue/profits, damage to property or other extended costs not previously mentioned).

## Cancellations

Cancellation of any purchase order will result in forfeit of deposit and where applicable further charges for restocking fees and shipping costs unless otherwise authorised by Emyrean Lighting™.

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