

The TechoLED ceiling lights have been designed to provide reliable and comfortable lighting for office space combined with very low operating costs. As low replacement frequency is a key benefit of this product range we furnish our lighting products with a 5-year limited warranty. This warranty period commences on the date of delivery. In order to preserve this warranty it is necessary to ensure that:

- all installation and servicing of the lights is performed by qualified personnel and the lights are installed in accordance with the instruction manual. The qualification of the installation technician must be documented for presentation to the supplier in the event of a warranty claim,
- the lights are operating in a standard office environment with respect to humidity, temperature etc. (temperature ranges given in the instruction manual),
- our lights have a recommended driver, and the 5 year warranty is dependent on use of these recommended drivers. This should be documented so that it can be demonstrated in the event of a claim,
- when replacing old-style ceiling lights with our LED lights it is necessary for a qualified technician to check and confirm that all the existing wiring and controls are compatible with the new LED lights. It is necessary to have a report from a qualified electrician demonstrating that this point has been met,
- an annual service inspection is performed to ensure the warranty conditions are being adhered to,
- with any warranty claim it is necessary to submit the sales documentation evidencing that the lights were of our supply and were supplied with the recommended drivers.

The warranty does not cover:

- faults and damaged caused by incorrect use, unauthorized repairs and alterations,
- damage caused by fire, flood, abnormal voltage, other force majeure and secondary product damage,
- defects that arise due to overloading or physical, chemical or thermal damage of the subject of sale (in particular, scratches, marks from impacts, damage from sharp objects or high temperature, damage resulting from a fall, contact with paint and chemicals, and other similarly caused defects),
- faults resulting from not following the instruction manual.

The guarantee terminates:

- with the moving, relocation, dismantling, assembly or repair to the subject of sale or its part by the customer or a third party,
- with the failure to perform the recommended warranty inspections.