



## **TRILUX Lighting - UK Warranty Terms & Conditions**

For more than 100 years, the quality of our products and the satisfaction of our customers has been of primary importance to TRILUX and as such TRILUX provides a 5-year warranty against any manufacturing defect occurring during this period to TRILUX or Oktalite branded products.

### **Warranty Period**

The warranty ends 5 years after delivery (the date on the delivery note)

For Emergency Batteries - the following warranty periods apply

- Nickel Cadmium (NiCd) and Nickel Metal Hydride (NiMH) batteries are covered for one year only from the date of the delivery note, with the warranty basis covering the delivery of replacement products only.
- Lithium Iron Phosphate (LiFePO4) batteries are covered for four years only from the date of the delivery note, with the warranty basis covering the delivery of replacement products only.

Ensure batteries are stored in a well-ventilated, cool environment (below 30 °C), away from moisture, and with ample clearance between batteries and walls. Protect them from heat sources and direct sunlight. For extended storage periods, adhere to a routine recharge schedule. Utilise the original packaging or container for storage. The recommended storage temperature is room temperature (approximately 20°C), maintaining around 20~60% of the nominal capacity. Failure to adhere to these instructions or any guidance provided with the product which leads to deep discharge or damage will invalidate the battery warranty.

Where TRILUX is providing a 3<sup>rd</sup> party solution the warranty will be as per the third party's terms and conditions which will be provided on request as applicable.

### **Who is covered by the warranty?**

Only the purchaser that has purchased Products directly from TRILUX can derive any rights from this Warranty.

### **Resolutions available at TRILUX's sole discretion**

For defects occurring within the first 1 year from delivery, TRILUX may provide at its sole discretion either i) repairs of defective components at site, ii) repairs of returned products, iii) free delivery of replacement product/components or iv) reimbursement against the purchase price minus the loss in value due to use.



If at its sole discretion. TRILUX provides on-site repairs, TRILUX must be given reasonable access to investigate the reported failure. On-site repairs will only take place during normal working hours, 9am to 5pm Monday to Friday excluding public holidays. Where products are mounted at over 3 metres height, are installed in locations without reasonable maintenance access or where specialised access equipment is required, it shall be the responsibility of the customer to supply or pay for such access equipment. Our full Engineer Site Visit terms and conditions are available on request.

At TRILUX's request, the customer must send any defective product to TRILUX UK for investigation.

Recommissioning and electrical testing is the responsibility of the customer.

For defects occurring between years 2-5 from delivery, TRILUX may provide at its sole discretion either i) repairs of returned products, ii) free delivery of replacement product/components or iii) reimbursement against the purchase price minus the loss in value due to use.

In case of replacement products, deviations from the original product due to technical progress as well as justifiable, insignificant deviations regarding design and characteristics can be made at our sole prerogative.

New or recycled components (fully functional and tested) may be used in the course of carrying out repairs.

Any repaired or replaced product will only be warrantied for the remainder of the original warranty period.

Recommissioning and electrical testing is the responsibility of the customer.

### **No Manufacturing Defect Found**

It is the customer's responsibility to ensure that the fault is due to a manufacturing defect before requesting support from the TRILUX Aftersales team. In the event that no defect is found, TRILUX reserves the right to charge the customer reasonable costs for site visits and the cost of remedial investigations. Our full Engineer Site Visit terms and conditions are available on request.

AT TRILUX's sole discretion, a purchase order may be required before an engineer site visit to enable TRILUX to charge for circumstances where no manufacturer defect is found or there is aborted work.

### **Warranty Terms**

The warranty only applies to products used within their allowed specifications limits and only if the products have been installed and operated in accordance with the TRILUX's instructions that are supplied with the product, or available on request.

A decrease in LED module luminous flux of 0.6%/1,000 h shall not represent a production and/or material defect within the meaning of this guarantee, as this is the usual drop in luminous flux of products based on an ambient temperature of 25°C.



A failure within the nominal failure rate of 0.2%/1,000 h for electronic components, such as ECG, LEDs, etc. shall also not be a production and/or material defect within the meaning of this guarantee, as these are typical failure rates of electronic components based on an ambient temperature of 25°C.

Colour tolerances and deviations of LED modules shall be excluded from the guarantee. The colour tolerance specification of each TRILUX luminaire is available on our website.

The warranty only covers services, such as software upgrades or added functionality, that have been performed exclusively by TRILUX.

The warranty does not cover:

- Damages caused by the customer itself or third parties commissioned by the customer.
- Damages caused by accidents (sudden and unpredictable events)
- Damages caused by repair attempts not sanctioned by TRILUX
- Damages which do not affect the functioning of the product (scratches, dents, bulges, paint, decorative equipment etc.
- Damages caused by fire, lightning strike, explosion, storm or flooding;
- Damages attributable to force majeure, natural disasters, nuclear energy, acts of war of any kind, civil war or civil commotions;
- Damages caused by theft or attempted theft;
- Damages to additionally acquired separate objects or digital application programs for product use, e.g. storage batteries, software etc.
- Electrical supply conditions, including supply spikes, over-voltage/under-voltage and ripple current control systems that are outside the specified limits of the Products and those set or defined by relevant supply standards for the Product.
- Damages caused by retroactive product modifications (e.g.: integration of emergency light components, replacement of ECGs,

TRILUX will have no obligations under this Warranty if the Customer is in breach of the Customer's payment obligations under TRILUX's Terms and Conditions of Sale.



## **Notification**

TRILUX must be notified within the warranty period and a maximum of 30 days after the discovery of the suspected manufacturing defect.

The notification must include:

- i) Proof of purchase – invoice or delivery note
- ii) Product label reference number and description and date code of manufacture
- iii) Number of failures
- iv) Date of installation
- v) Details of application, location, burning hours, switching cycles and a description of how the failure presents.

## **Consequential Losses**

No consequential losses will be reimbursed if incurred resulting from any defect with our products.

## **Customer Service Contact Details**

In the unlikely event of a product becoming faulty, we have a dedicated Aftersales team, who will be able to resolve and rectify the problem. The team are highly experienced with a wealth of product knowledge, enabling them to provide our customers with all the advice and support they require.

The Aftersales team can be contacted on [ukaftersales@trilux.co.uk](mailto:ukaftersales@trilux.co.uk)

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