

Warranty Terms

5 Year Product Warranty

The warranty described below shall apply only to Clearvision products – meaning Clearvision branded products, which are marked with Clearvision product labels and/or referenced in Clearvision branded product literature and/or listed as such on the Clearvision website. For the avoidance of doubt the term 'Clearvision product' in this context means that the warranty does not apply to products of 3rd party manufacturers bought in as a project service. Please refer to Clearvision Lighting's Technical/Aftersales Department if there is any doubt as to the validity of this warranty in relation to a specific product.

Warranty

This warranty is provided to the purchaser of the above products and covers manufacturing faults, material defects and general workmanship for a period of **five (5)** years (2 of which are full onsite parts and labour the remaining 3 parts only) from the date of the relevant product invoice and/or the pass of ownership. The warranty covers consumable elements such as lamps and rechargeable batteries for a period of **one (1) year** and is subject to the terms detailed.

Terms

The warranty is provided on the condition that:

- 1)** The product has been installed in accordance with the product instructions, project application specifications and in accordance with the industry (IET) approved practice. Installed temperature (30°C), humidity (RH80%) and voltage (230v +/- 10%) Limits must not be exceeded and the products shall not be exposed to any electrical (e.g. Voltage transients) or mechanical stress for which they were not intended.
- 2)** The products are being used normally and for their intended design purpose for a period not exceeding 7300h per year and 50 thousand switch cycles (30 seconds on/30 seconds off) in total.
- 3)** The products are in the same form in which they left the factory, meaning that they have not undergone any modification, emergency conversion or unauthorised repair work.
- 4)** The product has not been subject to deliberate abuse.
- 5)** The defects are not the result of force majeure. Clearvision will not be liable for damage to the products after the goods have been received and signed for.
- 6)** A claim is made only by the purchaser of the fitting with the information on the date of the invoice and place of delivery. Access is made available to the installed product for Clearvision Representatives to validate the claim of non-compliance.
- 7)** Payment has been made in full for the Clearvision products.

Warranty Terms

Claims

The warranty is only valid within the following claim process:

- 1)** Contact is made with the local Clearvision representative and a request lodged for a site visit to validate a warranty claim of non-compliance.
- 2)** An authorised Clearvision representative will validate the claim, issue a claim number and provide the purchaser with information on the proposed remedial action, which will be, and Clearvision's sole discretion, either constitute repair, upgrade or replacement with the closest available complaint product and/or parts.
- 3)** The products are returned by the purchaser to Clearvision premises, or in the case of repair, access to the site is made available for the Clearvision remedial team.

Validation of Claim

If your claim is not validated, the Clearvision representative will inform you of the reason for the claim being rejected. Along with an invoice for the hours spent on the call out by the Clearvision representative, this includes travel and parking to attend the site.

Limits of Claim

This warranty is limited to the product supplied and does not extend to any other services, site work, transport or associated activity that may be undertaken. There is no other warranty, expressed or implied, provided by Clearvision to cover any other costs, of which whatsoever nature, beyond the reinstatement of the product to a compliant condition as described above.

Condition Referring to LED Products

The warranty covers mortality exceeding the nominal failure rate (0.2% Per 1000 burning hours). Reduced luminous flux is a normal feature of LED products so long as it is not excessive (a normal rate is 0.6%/1000h). Due to this feature of LED's and their rapid pace of technical development any replacement LED products may display some variation in colour temperature and/or flux from the originally supplied product. The acceptance of this technical characteristic is a condition of this warranty.