WE-EF LIGHTING – TEN YEAR WARRANTY – LED LUMINAIRES

WARRANTY STATEMENT

General Statement:
This warranty applies to LED luminaires manufactured by WE-EF LIGHTING Australia/New Zealand. The warranty provided is valid for ten (10) years from the date of supply and is based on WE-EFLIGHTING luminaires being installed in line with installation instructions. The light output will deteriorate through the warranty period by an amount based on usage and ambient conditions; WE-EF has detailed supporting technical data both from in-house testing and suppliers to predict the performance of the product through life. The failure of one or more LED’s in an array of LED’s does not necessarily represent a product failure.

WE-EF’s Liability:
WE-EF shall replace the failed component(s) or the complete product as required. WE-EF shall, at its own discretion, attend site to undertake an inspection and determine the course of action; in any event failed components or complete luminaires are to be returned to WE-EF with associated shipping costs to WE-EF’s account. In the event that the installation is not in line with WE-EF installation instructions and not adequately protected by an approved Surge Protection Device, WE-EF will accept no responsibility. No liability for costs will be accepted by WE-EF unless agreed to prior and in writing. The Surge Protection Device (SPD) is required in the event of extreme conditions related to the power supply, such as lightning strike. The SPD is deemed as outside of the warranty due to its sacrificial role protecting the rest of the system and the indeterminate nature of its service life.

Poles:
WE-EF poles are covered by five (5) year warranty.

Labour:
For a period of 13 months from supply WE-EF LIGHTING will, in the event of products having been established as faulty, pay labor charges to repair or replace such faulty fittings. This is conditional on:

- Agreement by the end customer that should the fault not be of WE-EF’s making, costs shall not be borne by WE-EF LIGHTING.
- Approval in writing by WE-EF LIGHTING of costs for labor and/or plant and equipment prior to any work being undertaken.
- That WE-EF LIGHTING reserves the right not to accept any quotation and is at liberty to provide its own labor to do such works.
- That after this 13 month period and for no more than 25 months from supply, a cost sharing agreement for labor charges will be entered into when required.
- That after 25 months from the date of supply, warranty is for replacement parts.

Replace:
WE-EF shall replace new for old, when the replacement is a complete luminaire the ten-year warranty shall restart; when the replacement is a component of that luminaire the warranty shall be the balance of the original warranty.

Accessories:
The warranty covers WE-EF luminaires and manufactured components as well as LED components approved and embodied by WE-EF; when non-standard accessories, specified by others, are incorporated into the WE-EF product then WE-EF reserves the right to apply that manufacturer’s warranty.

The WE-EF 5CE corrosion protection system:
WE-EF’s 5CE corrosion protection system is guaranteed for five years and applies to the product and its architectural finish; for coastal and other corrosive environments WE-EF recommends its 5CE PLUS PRIMER system. A ten year warranty period will now be provided when the 5CE PLUS PRIMER system is specified and is supplied with a WE-EF LED Product.

Warranty for WE-EF 5CE PLUS PRIMER system:
WE-EF’s 5CE PLUS PRIMER system is guaranteed for five years and applies to the product and its architectural finish; for coastal and other corrosive environments WE-EF recommends its 5CE PLUS PRIMER system. A ten year warranty period will now be provided when the 5CE PLUS PRIMER system is specified and is supplied with a WE-EF LED Product.