



Rexel New Zealand Ltd Warranty Policy for the RX Lighting Home Brands Product

- For the purposes of this document RX Lighting Home Brands are the overseas brands of products that Rexel New Zealand Ltd represent as their New Zealand agents. The list below may be altered at any stage and as such should be confirmed with the RX Lighting representative before any claims are made.
- The warranty period as required under the Sale of Goods act in New Zealand for lighting product in the Ideal Electrical Suppliers (a trading division of Rexel New Zealand Ltd) RX Lighting product range is twelve months from the date of the sale.
- However, Ideal Electrical Suppliers offers an extended warranty on their RX Lighting Home Brands.
- This includes but is not necessarily limited to;
 - Troll Luxiona LED Products: 5 years.
 - LAMP S.A. LED Products: 5 years.
 - 3F-Filippi brand LED Luminaires: 5 years.
 - Inge Opava brand LED Luminaires: 2-5 years. As specified on each product specification sheet
 - Planlicht brand LED luminaires: 66 (5 ½ years) months
 - Willy Meyer Brand LED Luminaires: 5 years
 - OMS Brand LED Luminaires: 5 years
 - Emergency LED luminaires from the above supplier’s which contain batteries: 2 years.
 - Batteries for emergency LED luminaires from the above suppliers: 12 months.
 - Ektor Emergency Product Warranty:

Excludes Batteries or other consumables.

<u>Product Type</u>	<u>Warranty Period</u>
Core or Basic Model Range ¹	2 Years
Advanced or Lite Model Range ¹	3 Years
Professional Model Range ¹	5 Years

Only for products sold after 01/07/2020

For older products consult your product’s documentation

Product types excluding accessories, software or consumables

- Ektor Emergency Product Battery Warranty:

Battery warranty period described as below is from the date of manufacture, which is labelled on each battery.

<u>Product Type</u>	<u>Warranty Period</u>
Core or Basic Model Range	2 Years ²
Advanced or Lite Model Range	3 Years ²
Professional Model Range	5 Years ²

Only for products sold after 01/07/2020

For older products consult your product’s documentation

²Battery warranty period is from date of battery manufacture.

- **The warranty is limited to repair, replacement or refund of any parts, components or complete luminaires if found to be defective at Ideal Electrical Suppliers discretion. We accept no claims for consequential or indirect costs; however some exceptions may apply if management approval has been sought and an official Ideal Electrical Suppliers (a trading division of Rexel New Zealand Ltd) order number is issued. Without such approval no claim will be accepted for labour costs, travel or hire charges.**
- Proof of purchase must be provided with any warranty claim.
- All luminaires and lamps must be installed and operated in accordance with the instructions supplied, and/or their specified tolerances and according to application guidelines.
- No warranty claim will be considered for any defect which is considered to be caused by accident, negligent use, improper handling or installation that is not in accordance with the luminaire's installation instructions.
- Due to the technical properties of LED modules, a decline in luminous flux of the period of their life is considered normal.
- Labour – Rexel New Zealand Ltd will accept no claims for consequential or indirect costs; however, some exceptions may apply if management approval has been sought and an official Ideal Electrical Suppliers (a trading division of Rexel New Zealand Ltd) order number is issued. Without such approval no claim will be accepted for labour costs, travel or hire charges.
- Due to the technical properties of LED modules, a change in the colour of the emitted light from the LED through their lifetime is considered normal.
- The Warranty claim must be submitted in writing to our lighting technical department in order to put said warranty into effect.

Only Ideal Electrical Suppliers (a trading division of Rexel New Zealand Ltd) agency line identified product is covered by the Rexel New Zealand Ltd warranty. All other product will need to be claimed directly from the original manufacturer or importer of said product.