



## Rexel Lighting Solutions Warranty Policy

### Lighting Product Warranty:

- The warranty period for lighting product in the Ideal Electrical Suppliers (a trading division of Rexel New Zealand Ltd) agency product range is normally twelve months from dispatch date; however on some specialized products this may be extended.
- This includes but is not necessarily limited to;
  - RX Lighting branded Product: Up to 5 years as stated on product packaging
  - Fael luce brand LED Products: Up to 5 years depending on product line.
  - Troll brand LED Products: 2-5 years depending on product line.
  - LAMP brand LED Products: 2-5 years depending on product line.
  - 3F-Filippi brand Luminaires: 3 years.
  - Inge Opava brand Luminaires: 2 years.
  - Planlicht brand luminaires: 66 months subject to registration within 66 days of date of invoice
  - Willy Meyer Brand Luminaires: 5 years
  - OMS Brand Luminaires: 3 years
  - Emergency luminaires which contain batteries: 12 months.
  - Batteries for emergency luminaires: 12 months.
- The lamp warranty period (excluding Halogen and GLS) is based on a burning time of maximum 4000hrs per year for indoor /outdoor applications and 500hrs per year for Sports applications, and where switching cycles are in accordance with IEC norms;
  - Lamps – GLS & Halogen: 3 months.
  - Double Ended Linear Fluorescent, Compact Fluorescent and HID: 1 year.
  - LED: up to 3 Years depending on product.
- **The warranty is limited to repair, replacement or refund of any parts, components or complete luminaires 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.**
- No warranty claim will be considered due to any defect which is due to accident, negligent use, improper handling, improper use or improper installation. 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.
- Only Ideal Electrical Suppliers (a trading division of Rexel New Zealand Ltd) agency line identified product in quotations is covered by the Rexel New Zealand Ltd warranty. All other product will need to be claimed directly from the manufacturer or importer of said product.