



Our products come with guarantees that cannot be excluded under the Australian Consumer Law. Subject at our discretion, you are entitled to a replacement or refund for a major failure. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The warranty period starts on the date of purchase from us, (i.e. date of invoice). An additional six (6) months grace period for warranty coverage is offered to allow for distribution until such product can be sold.

Warranty conditions

- The warranty period is based on use not exceeding 4380 burning hours per year.
- Labour costs for (de)-installation of the Products are not covered under this warranty.
- All products must installed by certified electrician with appropriate training given.

This warranty only covers goods when used within a normal operating environment as defined by the following parameters:

- a) Operating conditions are in accordance with the information on the Product and its packaging; and
- b) Ambient temperature never exceeds the operating temperature range of -20degC to +45degC; and
- c) Relative humidity in the installation never exceeds 80% RH, or never exceeds the IP rating of the Product if any is provided; and
- d) Products are operated in an open luminaire, with minimum 10mm air around the body of the Products; and
- e) Products are not subjected to more than total of 20,000 fast switches (time between “on” and “off ” is less than 10minutes); and
- f) The electrical installation in which the Product operates is not subjected to voltage fluctuations in a range exceeding 230V +/- 10%.

Products should be used within their specified tolerances in applications (e.g. temperature, water ingress and other extreme conditions, indoor/outdoor, uplighting/downlighting, etc) and according to application guidelines. This warranty becomes void for defects arising from misapplication of the product.

(i) damage to the products due to but not limited to power surge; flood; fire; lightning or corrosion; and

(ii) damage caused by operator error, equipment misuse, negligence or an unsuitable environment.

LIMITATION OF LIABILITY

In no circumstances we will be liable for any loss which you suffer or incur from or in connection with your purchase or use of any product where the loss is beyond the normal measure of damages including any indirect or consequential loss, loss of reputation, loss of profits, loss of actual or anticipated savings, loss of bargain and loss of opportunities however arising (including for any



negligence or otherwise), and regardless of whether we knew or ought to have known that it was possible or foreseeable that you would incur such loss.

Warranty period

Product Group	Warranty Period
LED Lamps	2 years
Emergency Battery	1 year

Some products may be subject to other warranty periods and this will be specifically stated on the warranty instructions/packaging.

Clearance products come with heavily discounted price, have no warranty.

Claim warranty

Contact us immediately, make sure you have following details available for us to lodge a warranty claim.

- Product name include model number
- Date of purchase, i.e. invoice number.
- Detail of description of the fault.

Return the product to workshop located at 22 Bridge Street, Rydalmere, 2116

02-8810 0989

Definition

We, our and us (TLI lighting technology pty ltd, ABN: 45635312506)