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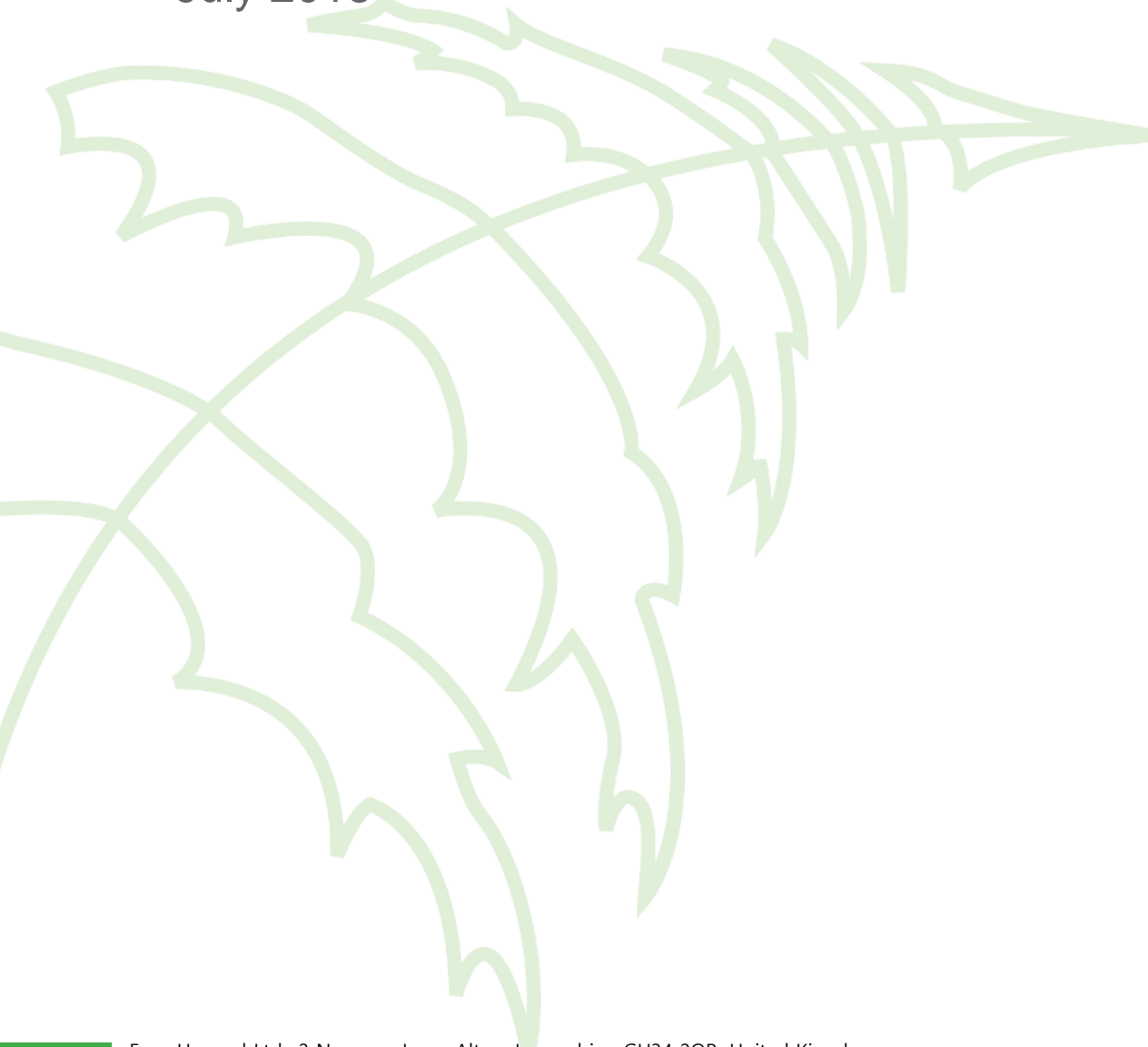
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Fern-Howard Ltd

LUMINAIRE WARRANTY

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1. General Terms and Conditions

Warranties apply to Fern-Howard Ltd luminaires only.

Warranties do not apply to lamps. (LED warranties are covered separately).

Separate warranties apply to batteries within Emergency Lighting Luminaires.

The warranty shall apply to failures that were caused by proven defects in material, design or production.

Due to technical progress, subsequent deliveries of LED light sources may differ from those of the original products. Such variations will not constitute a fault in the original product.

Warranty claims must be in writing and require that proof of purchase be submitted.

All warranty claims will be limited to the repair or replacement of the luminaire only.

No consequential losses, or costs of installation or removal, transportation or postage are covered under the warranty terms.

Any product replaced or repaired, under the warranty claim, will be covered for the duration of the original warranty period, and no new extended warranty will be provided or implied.

Fern-Howard Ltd will not be liable for the repair or replacement of any product in the event that it has failed due to any of the following:

Luminaires must be operated in ambient temperatures of -10°C to +25°C

Luminaires must be operated within a voltage range of 230volts +10%-6%, where this voltage range is exceeded warranties are invalid

The product must not be subjected to any mechanical stresses that are not in accordance with its intended use

Non-compliance with installation and safety regulations given in the installation instructions

Faults caused by the installer through installation errors including but not limited to, connection to an incorrect or unstable power supply

If the product has not been installed by a qualified electrician if applicable by law or regulation, or as instructed by Fern-Howard Ltd

Inappropriate use or intentional damage by the owner or third parties

Repairs carried out by parties other than Fern-Howard Ltd., or a Fern-Howard Ltd authorised representative

Weather or transit damage or any other external influence

Use of non-approved parts, care products and incorrect or third party supplied spare parts

Any luminaire that has been subjected to "Megger" testing

Accidental damage

2. Warranty Cover

a. 1 YEAR Standard Warranty

All Fern-Howard Ltd 2D Luminaires

A 1 year warranty applies from the date of purchase from an authorised Fern-Howard Ltd Distributor.

Warranty will only apply to complete fittings being returned to Fern-Howard Ltd, and Fern-Howard agree to repair or replace the faulty fitting, if proven faulty, under the general terms of the warranty.

Any emergency fitting must have been tested in compliance to BS 5266 standards to comply with the terms of this warranty, and written records must be submitted with the warranty claim to verify this.

Batteries contained within emergency fittings are covered by a three year warranty from the date of purchase, subject to the general terms and conditions as set out above.

Batteries contained within emergency fittings must have been installed and commissioned (charged and discharged) in accordance with the installation instructions.

b. 3 YEAR Standard Warranty
All Fern-Howard Ltd. LED Luminaires

A 3 year warranty applies from the date of purchase from an authorised Fern-Howard Ltd Distributor.

Warranty will only apply to complete fittings being returned to Fern-Howard Ltd, and Fern-Howard agree to repair or replace the faulty fitting, if proven faulty, under the general terms of the warranty.

Any emergency fitting must have been tested in compliance to BS 5266 standards to comply with the terms of this warranty, and written records must be submitted with the warranty claim to verify this.

Batteries contained within emergency fittings are covered by a three year warranty from the date of purchase, subject to the general terms and conditions as set out above.

Batteries contained within emergency fittings must have been installed and commissioned (charged and discharged) in accordance with the installation instructions.

c. 5 YEAR Extended Warranty

Fern-Howard Ltd. Luminaires marked with a 5 year extended warranty label

A 3 year warranty applies from the date of purchase from an authorised Fern-Howard Ltd Distributor.

An extended warranty of a further 2 years, is available by registering the installation, within 6 months of purchase.

Warranty will only apply to complete luminaires.

Within the extended warranty period, faulty fittings must be returned to Fern-Howard Ltd for repair or replacement.

LED light sources would have deemed to have failed if within a 50,000 hour burning period less than 70% of the installed LED chips are still operating or producing less than 70% or more of their initial lumen output.

Any warranty claim will need to have operating hours verified by the customer.

Batteries contained within Emergency luminaires are covered by a three year warranty from the date of purchase of the equipment, subject to the general terms and conditions as set out above.

Emergency fittings must have been tested in compliance with BS 5266 standards to qualify for the warranty cover. Written verification of the tests must be submitted with the warranty claim.

Batteries contained within emergency fittings must have been installed and commissioned (charged and discharged) in accordance with the installation instructions.