

LIGHTSURE SOLAR LIMITED
WARRANTY – SOLARSURE LIGHT FITTINGS

ONLY TO BE READ AND APPLIED IN CONJUNCTION WITH PUBLISHED STANDARD TERMS & CONDITIONS

NOTE THESE LIGHT FITTINGS REQUIRE CHARGING TO FUNCTION. WARRANTY IS INVALID WHERE INSTALLATION IS UNABLE TO ABSORB DIRECT LIGHT.

1. Lightsure Solar Limited, hereunder referred as “supplier”, assure that it’s Solar Lighting products, which are branded Solarsure and supplied and invoiced by Lightsure Solar Limited are guaranteed for a period of up to 5 years from date of original delivery depending on battery type and product version.
2. This warranty is applicable exclusively to the customer to whom the invoice is issued and where supplied to a Contractor novated automatically to the bone fide operator at installation site.
3. The warranty includes either repair or replacement of light fittings, which the supplier technical department will assess and confirm as defective. Replacement is at the sole discretion of the supplier and replacement(s) may be equivalent of the original type supplied where superseded.
4. In order to obtain repair/replacement under warranty, a written notice should be delivered to the supplier by e-mail to the address warranty@solarsure.co.uk, within 30 days from the discovery of the vice/defect.
5. Warranty is valid only if all following conditions are complied with:
 - (a) Products are used complying with technical specifications and operational limits;
 - (b) Products have been installed by qualified personnel and according to mounting instructions, which are included with supplied items;
 - (c) Customer provides a conformity and test certificate of installation, this issued by qualified and authorised party;
 - (d) Customer has settled invoices and by due payment dates, as per standard terms and conditions;
 - (e) No modifications or changes have been made without prior and written authorisation by supplier;
 - (f) Faulty product must be kept by customer in order to allow supplier to do all necessary analysis and to try and establish the cause of failure;
 - (g) Payment of original invoice for same goods was paid in accordance with agreed terms.
6. The lumen maintenance factor of LED sources is to the defined standard of L70 and a known deterioration in performance is to be expected; therefore, any failure falling outside this standard is not covered by this warranty. In the event more than 30%

failure of LED board occurs, the supplier assures repair or replacement of fitting once manufacturer responsibility has been verified and confirmed.

7. The warranty covers products battery packs included and installed within light fittings separately to the light fitting, less battery pack. For breakdown of warranty by battery and product type see appendix I.
8. In case the product is showing production operational issues and/or defects, which are covered by this warranty, the supplier can proceed at its own unobjectionable discretion to repair and/or replace product with an equal or equivalent one in consideration of environmental, consumption or lighting performances, also taking into consideration the ongoing technical progress elapsed in between with faulty product and within necessary intervention time.
9. In the event of either warranty claim resulting in replacement or repair only the original warranty period applies post completion of warranty claim. Therefore, only the original warranty period applies after repair or replacement.
10. Warranty does not cover:
 - (a) Defects of product caused by unexpected and unpredictable events, such as, by way of nonlimiting example, accidental case and/or force majeure, vandalism acts, public riots, fires, intense atmospheric phenomenon and any other event which may exclude connection with production vices;
 - (b) Defects caused by impulsive perturbations (surge) exceeding limits as defined in the product specifications;
 - (c) Defects caused by tampering or previously repaired without written authorisation of supplier;
 - (d) All parts subject to wear and tear because of the use throughout the time;
 - (e) Collateral damages to any equipment or object which may occur because of the failure of the product;
 - (f) Improper or incorrect use or installation;
 - (g) Proximity to ballast ignition luminaires using the same/shared circuits and subsequently found to have generated in rush current (surge) causing premature failure of LED;
 - (h) Internal batteries, sensors or external connectors supplied and integral to the installed fitting.
 - (i) Non-working light source due to integrated PV panel receiving insufficient sunlight resulting insufficient power supply.
11. This warranty is the only and exclusive form of guarantee between supplier and customer for the supplied product, when it is activated.
12. No additional demand, different from this warranty, can be asked to the supplier in relation to the defective product. No liability, compensation or other charges can be expected or claimed.

13. Warranty activation procedure:

The customer must send a written notice to supplier by mail to address warranty@solarsure.co.uk.

This notice should include the following information:

- Product Code and type of fitting;
- Production Serial Number of fitting;
- Delivery Information (DN number, date...);
- Invoice references (number, date...).

14. Failure warning procedure:

The customer must send a written notice to supplier by mail to address warranty@solarsure.co.uk

This notice should include the following information:

- Product Code and type of fitting;
- Production Serial Number of fitting;
- Delivery Information (DN number, date...);
- Invoice references (number, date...)- Quantity of faulty and/or defective fittings;
- Installation location;
- Copy of conformity and test certificate of installation, as issued by qualified and authorised party.

This guarantee will be accepted after validation of certification for correct installation and commissioning of the electrical installation, which the product is connected to.

After this, supplier will send authorisation to the customer for return (or collection) of failed goods.

No item will be accepted if the official authorisation for return has not been issued by supplier.

Once analysis on failed fittings is completed, the supplier will confirm in writing the customer failure causes and if it is covered by guarantee.

In the event failure is covered by this guarantee, supplier will confirm repair or replacement of defective product(s).

Supplier may, by local agreement, debit to agreed and written in advance (at time of invoice) value for labour costs and related contribution to direct expenses for replacement.

Lightsure Solar Limited (supplier) reserves the right to modify any terms of this warranty document without prior notice.

APPENDIX I

Product Type	Battery Type	Fixture & Non Battery Warranty	Battery only Warranty
Solar Park Range	Li-ion	24 months	12 months
Solar Park Range	LiFePO4	36 months	36 months
Solar Street Range	LiFePO4	60 months	60 months
Solar Low Level Range	LiFePO4	60 months	60 months
Solar Low Level Range	Li-ion	24 months	12 months

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