

Trojan Lighting Solutions Warranty Statement

Warranty Coverage:

Trojan Lighting Solutions (the "Company") offers a 5-year warranty on all Trojan-branded products ("Product") against any manufacturing defects. This warranty period begins from the date of invoice and applies solely to products confirmed to have manufacturing faults. The Company will determine the appropriate course of action at its discretion. Extended warranties and service agreements are available upon request.

Warranty Service Procedures:

Defects within the first 12 months: The Company may choose to repair the product on-site, request its return for repair, supply a replacement product or component, or issue a credit note equivalent to the product's net invoice value.

Defects occurring from years 2 to 5: The Company may choose to repair a returned product, supply a replacement product or component, or issue a credit note for the original value of the product.

Battery Warranty:

- **Nickel Cadmium (NiCd) batteries:** 1-year replacement-only warranty from the invoice date.
- **Lithium Iron Phosphate (LiFePO4) batteries** manufactured from 2024 onwards: 5-year replacement-only warranty from the invoice date.

Warranty Conditions:

- The warranty is valid only if the products are used within their specified parameters and installed/operated according to the manufacturer's instructions.
- Products must not be subjected to unforeseen mechanical, environmental, or chemical stresses.
- The Company reserves the right to evaluate the validity of a warranty claim and may request the return of products for analysis, subject to proof of purchase.
- Replacement products will be covered for the remainder of the original 5-year warranty.
- The purchaser is responsible for providing or funding access equipment for products installed above four metres or requiring specialised access.
- The Company may charge for investigating claims if no defect is found.
- Defects must be reported in writing within seven working days of discovery, and the affected goods must not be used further.

- Replacement luminaires or components may contain new or recycled materials matching the performance and reliability of new items. The appearance may vary depending on the age of the product being replaced.

Exclusions:

- Defects resulting from third-party software issues, bugs, or viruses.

Customer Responsibilities:

- Purchasers must provide part numbers, quantities, locations, and details of the defective products.
- Customers must perform reasonable checks as requested by Trojan Lighting Solutions to help diagnose reported faults. Failure to provide adequate supporting information may result in the rejection of warranty claims.

Site Visits:

- Warranty repairs on-site will be conducted during the Company's working hours of 9:00 am to 5:00 pm, Monday to Friday, with clear, unrestricted access to the luminaires required.
- The Company may request a purchase order before any site visit or product/component replacement, refundable upon confirmation of a manufacturing fault.
- The Company will supply access equipment for repairs up to four metres in height. For luminaires installed without reasonable maintenance access, the Company may choose to supply replacement products only.

Legal Rights:

This warranty does not affect statutory rights and claims. Consequential losses, including but not limited to delivery costs, assembly costs, on-site installation costs, loss of profit, loss of business, or damages, are not covered under this warranty.

Exclusions apply as per Trojan Lighting Solutions' Terms and Conditions.