

## 5 Years Limited Replacement Warranty

### 1. Warranty Period

HAVIT COMMERCIAL offers a 5 YEAR limited replacement warranty on products that fail due to defective materials or workmanship excluding emergency lights. The warranty period begins from the date of purchase.

### 2. Warranty Terms and Conditions

The warranty period starts on the date the goods are purchased from an authorised Havit Commercial retailer.

All fittings must be installed by a licensed electrician, as required by law.

The product must only be used in accordance with Havit Commercial specifications, guidelines and instructions.

### 3. Limited Warranty

The warranty as described only applies to Havit Commercial products. The warranty is only applicable to the party purchasing the products.

Havit Commercial warrants that each product will be free from defects in material and workmanship.

If a replacement is required under warranty, proof of purchase (such as the original dated purchase receipt) from an authorised HAVIT COMMERCIAL retailer is required to make a warranty claim.

Proof of installation for products installed by a licensed electrician is also required for replacement under warranty.

### 4. Balance of Warranty

To the maximum extent permitted by law, any replaced products by HAVIT COMMERCIAL are covered only by the balance of the warranty period remaining from the date of purchase of the original HAVIT COMMERCIAL product.

### 5. Limited Replacement Warranty

In addition to the limited warranty terms set out under section (3), the following will apply.

Where a consumer asserts that a product installed is faulty, and a HAVIT COMMERCIAL service agent has attended the property, A SERVICE CALL FEE WILL BE CHARGED TO THE CONSUMER IF:

The product is not a HAVIT COMMERCIAL product.

There is nothing wrong with the product or to the extent that the failure is not a failure of the product to perform in accordance with its published features and specifications as reasonably determined by HAVIT COMMERCIAL.

The original installation of the product was not carried out by a licensed electrician.

The installation is not performed in accordance with the relevant HAVIT COMMERCIAL product installation instructions.

The defects have been caused by incorrect application, abuse or misuse by the consumer.

### 6. Cancellations, Returns, Damaged goods & Credit Claims

**6.1 Cancellations** - No cancellations or partial cancellation of an order, where the goods to be supplied are "special or project items" shall be accepted by HAVIT COMMERCIAL unless it has first been agreed in writing to such cancellation or partial cancellation.

**6.2 Short Deliveries** - All claims made against short deliveries must be made in writing within 14 days of delivery, no claims for short delivery will be recognised after this time. The purchaser shall be responsible insuring that the total number of cartons delivered corresponds exactly with the courier's consignment note. HAVIT COMMERCIAL will not be responsible for any such short deliveries.

**6.3 Damaged/Faulty Goods** - The Customer must inspect the Goods on delivery and within fourteen (14) days of delivery notify Havit Commercial in writing of any evident defect/damage or failure to comply with the description or quote. The Customer must notify any other alleged defect in the Goods as soon as reasonably possible after any such defect becomes evident. Upon such notification the Customer must allow Havit Commercial to inspect the Goods. A Goods Returned Authority number completed Warranty Claim Form.

**6.4 Due to Choice:** The Customer may return the goods 'due to change of mind' within fourteen (14) days of delivery. All not required goods must be in a re-sellable condition, including the original packaging. A 20% re-stocking fee will apply unless another Order, to the same value or more, is placed in lieu of this re-stocking fee. Simply email our Credits department (sales@havitcommercial.com.au) to raise a claim. They will generate a GRA with instructions on how and where to return the Goods.

**6.5 LED Strip:** LED Strip supplied in lengths other than the original roll length cannot be returned for credit unless with prior approval from HAVIT COMMERCIAL management.

**6.6 Aluminium Profile:** Aluminium Profile supplied in lengths other than the original Profile length cannot be returned for credit unless with prior approval from HAVIT COMMERCIAL management.

## 7. Limitations and Conditions

This is a limited warranty and excludes, among other items, installation, incidental and consequential damages, other extended costs and is further defined by the limitation and conditions set out below. Subject to Consumer Rights, but otherwise to the maximum extent permitted by law, the HAVIT COMMERCIAL warranties provided in this document will not cover the following:

- Products that are not purchased from an authorised reseller and not installed in Australia
- Products where installation was not carried out by a licensed electrician as required.
- Products not installed in accordance with the product's installation instructions or specifications.
- Products not used in accordance with the instructions for use or
- Defect, damage or failure to a product resulting from misuse, accident, neglect, abuse, tampering, modifications or unauthorised repairs being carried out.
- Damages not caused by a fault in the product materials or
- Defect, damage or failure to a product resulting from any acts of God, including damages from lightning, power grid fluctuations, or power surges.
- Replacement of light sources unless specified.
- Replacement of batteries supplied with certain products
- Power supply "noise", intermittent "humming" or other influences from mains power delivery infrastructure. Signals sent through the power grid by the electricity provider for the control of off-peak hot water, street lights and other devices may cause an intermittent humming noise in your product. Filters for blocking/reducing such signals are available in Australia at the customer's These noises do not indicate the product is faulty.
- Condensation formed in any outdoor fitting, this is considered as normal in any installation of outdoor lighting and is not covered under warranty unless the condensation is excessive causing failure, this excessive amount is at the discretion of Havit Commercial Management and will be considered for warranty if found to be due to a fault in the manufacturing of the product.

- Travelling costs incurred by HAVIT COMMERCIAL personnel or service agents travelling greater than 25km from an authorised service agent.
- The cost of renting, obtaining and using special access equipment (i.e., scaffoldings, scissor lifts, etc.) for accessing products installed at a height of greater than 3 metres.
- Non-structural corrosion damage of 316 Stainless Steel components such as surface rust, Tea Staining is not covered under warranty
- Corrosion or rust occurring on Aluminium, 304 grade stainless steel and Antique Brass fittings that have been installed within 5km of any salt water environment.
- Corrosion to any product when installed onto surfaces which may cause damage to fitting eg. Sandstone or Bush Rock.
- LED fittings must not be installed on the same circuit as fluorescent lighting, exhaust fans, bathroom 3 in 1 units, ovens and microwaves. Having these installed on the same circuit with LED light fittings will void warranty.
- If not installed using Havit Commercial LED Drivers, Other brand drivers must have below protections for Warranty to Apply
  - Short Circuit
  - Over Heating
  - Over Voltage
  - Over Load
- Havit Commercial will not be liable in any way for any advice or assistance given in respect of products, services and their compatibility to any particular job/project. All advice provided must be taken into account and considered if the advice is right for you before making any final decision on the purchasing of any Havit Commercial products.
- Havit Commercial does not warrant any costs towards programming or reprogramming any automation systems including but not limited to C-bus, Dali, control 4 and others when having a Havit Commercial product or component replaced.

## 8. Commercial Use

The warranty period for HAVIT COMMERCIAL products are designed and intended for use in commercial applications. Please see Leaflet A for conditions of use for warranty to apply.

Commercial use means that the products can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

## 9. Making a Warranty Claim

For limited replacement warranty: Please return the faulty HAVIT COMMERCIAL product together with a copy of the proof of purchase and a proof of installation as required by law from the electrician.

To the maximum extent permitted by law, the customer must bear the costs and expenses of claiming under this warranty, including but not limited to the cost incurred in freight, postage, handling, travel, dismantling or reinstalling the product.

## GUIDELINES

### LED Strip

Must be installed on an aluminium heat sink or aluminium profile.

Must be used with correct 24v DC Power supply with allowance of 30% from maximum load of LED Driver.

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

Can only be used with maximum continuous run of 10 metres for models specified in catalogue, or 5 metres for all other models.

Must be operated in temperatures of 0° to 50°. Must be installed as per installation instructions supplied with LED strip (if not supplied these instructions can be obtained through the Havit Commercial website or by contacting Havit Commercial sales dept.), including using static bands and applied to cleaned surfaces.

### LED Drivers

Must be well ventilated with min ambient operating temp to be at 2° and max ambient operating temp at 50°.

Humidity to be no greater than 55%.

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12 hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply.
- 12-18hrs of continuous usage, 2 years warranty will apply. Voltage supply must be within range of 220V - 240V ± 2%

Drivers are not covered by the effect of off-peak power supply from electrical supply companies.

### Aluminium Profile

Must not be used in applications where supplied structure of profile is manipulated causing fatigue to profile and failure to create correct heat sink factors as well as diffuser seating.

All cuts are precise to Havit Commercial measuring equipment but lengths inside of measurements supplied within 5% are considered within acceptable variable limitations and will not be recut. Custom Cut lengths will have allowance for installation of end caps, EG 2000mm will be cut at 1995mm.

### LED Strip Controllers

Must be well ventilated.

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

### LED Downlights

Must be well ventilated.

Must be used with supplied cables. No alterations are permitted including extension of leads from power to driver and/or leads from driver to light fitting, otherwise warranty is void.

Must be installed with flex and plug supplied.

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply 18hrs + of continuous usage, 12 months warranty will apply

### Proline Pendants

Must be used with supplied cables. No alterations are permitted including extension of leads from power to driver, otherwise warranty is void.

Run cannot exceed more than 24m.

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

### Wall Washers

Must be used with correct 24v DC power supply with allowance of 30% from maximum load of LED Driver.

No more than 7x fittings to be installed in 1 continuous run to avoid any voltage drop.

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

### Track Lighting

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

## Outdoor Wall Lighting

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

Must also be used with correct 24v DC Power supply with allowance of 30% from maximum load of LED Driver.

## Inground Lights

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

Must also be used with correct 24v DC Power supply with allowance of 30% from maximum load of LED Driver.

Must have adequate drainage as outlined in installation instructions.

Cannot exceed maximum run of 25m from LED driver to last fitting.

## LED High Bays

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

## LED Flood Lights

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

Must be used with supplied cables. No alterations are permitted including extension of leads from power to driver, otherwise warranty is void.

## Garden Lights

Must be used with correct 24v DC Power supply with allowance of 30% from maximum load of LED Driver.

No more than 25m from driver to last fittings installed in 1 continuous run to avoid any voltage drop.

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on

with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

## LED Panels

Must be well ventilated.

Must be used with supplied cables, no alterations are permitted including extension of leads from power to driver and/or leads from driver to light fitting, otherwise warranty is void.

Must be installed with flex and plug supplied.

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

## Step Lights

Must be well ventilated.

Must be used with supplied cables, no alterations are permitted including extension of leads from power to driver and/or leads from driver to light fitting, otherwise warranty is void.

Can only be used at a maximum of 8 hours continuous with a rest period of 1 hour before being switched back on with a maximum usage of no more than 12hrs per day for 5 years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 3 years warranty will apply
- 12-18hrs of continuous usage, 2 years warranty will apply
- 18hrs + of continuous usage, 12 months warranty will apply

## Emergency Lighting

3 Years replacement warranty applies to Fitting and Battery.

## For more information Contact Havit Commercial

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Email: [sales@havitcommercial.com.au](mailto:sales@havitcommercial.com.au)

Web: [www.havitcommercial.com.au](http://www.havitcommercial.com.au)