

## 3 Years Limited Replacement Warranty

### 1. Warranty Period

HAVIT LIGHTING offers a 3 Years limited replacement warranty on products that fail due to defective materials or workmanship. 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 LIGHTING retailer. All fittings must be installed by a licensed electrician, as required by law. The product must only be used in accordance with HAVIT LIGHTING specifications, guidelines, and Installation Instructions.

### 3. Limited Warranty

The warranty as described only applies to HAVIT LIGHTING products. The warranty is only applicable to the party purchasing the products. HAVIT LIGHTING 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 LIGHTING 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 LIGHTING are covered only by the balance of the warranty period remaining from the date of purchase of the original HAVIT LIGHTING 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 LIGHTING service agent has attended the property, A SERVICE CALL FEE WILL BE CHARGED TO THE CONSUMER IF:

- The product is not a HAVIT LIGHTING 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 LIGHTING
- 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 LIGHTING product installation instructions.
- The defects have been caused by incorrect application, abuse or misuse by the consumer.

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

- **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 LIGHTING unless it has first agreed in writing to such cancellation or partial cancellation.
- **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 ensuring that the total number of cartons delivered corresponds exactly with the courier's consignment note. HAVIT LIGHTING will not be responsible for any such short deliveries after this time.
- **Damaged/Faulty Goods** - The Customer must inspect the Goods on delivery and within fourteen (14) days of delivery notify HAVIT LIGHTING in writing of any evident defect/damage, including photos of both the item and packaging or product 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 LIGHTING to inspect the Goods. A Goods Returned Authority number (GRA) will be issued by HAVIT LIGHTING upon notification of Goods to be returned and shall accompany the Goods along with all other relevant documentation and a completed Warranty Claim Form.

**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 25% re-stocking fee will apply. Simply email our Credits department (credits@havit.com.au) to raise a claim. They will generate a GRA with instructions on how and where to return the Goods.

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

**Aluminium Profile:** Aluminium Profile supplied in lengths other than the original Profile length cannot be returned for credit unless with prior approval from HAVIT LIGHTING 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 LIGHTING 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 specifications.
- 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 workmanship.
- 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, streetlights 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 expense. These noises do not indicate the product is faulty.
- Damage caused by alternative power systems (for example: solar inverters,).
- Water damage of any kind caused by inappropriate placement of fittings not IP rated for that location.
- 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.
- Travelling costs incurred by HAVIT LIGHTING personnel or service agents travelling greater than 25km from an authorised service agent.
- 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, Antique Brass and Graphite coloured fittings that have been installed within 5km of any saltwater environment.
- Corrosion to any product when installed onto surfaces which may cause damage to fitting eg. Sandstone or Bush Rock.
- Any Tarnishing of Solid Brass and Copper fittings including Antique Brass and Graphite Colours is a natural occurrence when installed in outdoor environments when exposed to weather and will not be covered under warranty.
- 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 LIGHTING Management and will be considered for warranty if found to be due to a fault in the manufacturing of the product.

# 2024 Havit Lighting Warranty Terms & Conditions (Continued)

- LED fittings must not be installed on 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 LIGHTING LED Drivers, Other brand drivers must have below protections for Warranty to Apply.
  - Short Circuit
  - Over Heating
  - Over Voltage
  - Overload
- HAVIT LIGHTING 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 LIGHTING products.
- All fittings must be installed in an easily accessible location for a service person to access if required to replace or repair without causing any damage to either fitting or its surrounds.
- HAVIT LIGHTING 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 LIGHTING product or component replaced.

## 8. Commercial Use

The warranty period for HAVIT LIGHTING products designated as Commercial use is specified in the instruction leaflet supplied with the light fitting. All other HAVIT LIGHTING products are designed for domestic use. Where products designed for domestic use are used in a commercial environment/ commercial premises one third of the domestic warranty (8-month warranty) applies. 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply.
- 12-24hrs of continuous usage, 12 months warranty will apply.

## 9. Making a Warranty Claim

For limited replacement warranty: Please return the faulty HAVIT LIGHTING 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 12v DC or 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply.
- 12-24hrs of continuous usage, 12 months warranty will apply.

Can only be used with maximum continuous run specified in catalogue. 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 LIGHTING website or by contacting HAVIT LIGHTING 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply.
- 12-24hrs of continuous usage, 12 months warranty will apply.

### 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 Lighting 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. 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply. Must be operated between temperatures of 0° to 50°.

### 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply

### Garden Lights

Must be used with correct 12v DC or 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply

**Complimentary LED Globes supplied in Garden Lights have a 12-month replacement warranty.**

## 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply

Low Voltage models must also be used with correct 12v DC Power supply with allowance of 30% from maximum load of LED Driver and installed No more than 25m from driver to last fittings in 1 continuous run to avoid any voltage drop.

**Complimentary LED Globes supplied in Garden Lights have a 12-month replacement warranty.**

## Outdoor Step 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply

Low Voltage models must also be used with correct 12v DC Power supply with allowance of 30% from maximum load of LED Driver and installed No more than 25m from driver to last fittings in 1 continuous run to avoid any voltage drop.

**Complimentary LED Globes supplied in Garden Lights have a 12-month replacement warranty.**

## Outdoor Bollard 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply

Low Voltage models must also be used with correct 12v DC Power supply with allowance of 30% from maximum load of LED Driver and installed No more than 25m from driver to last fittings in 1 continuous run to avoid any voltage drop.

Complimentary LED Globes supplied in Garden Lights have a 12-month replacement warranty.

## 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply

Must also be used with correct 12v DC or 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.

Complimentary LED Globes supplied in Inground Lights have a 12-month replacement warranty.

## Deck Lights

Must be used with correct 12v DC or 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 3 Years warranty to apply.

Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply

**Complimentary LED Globes supplied in Deck Lights have a 12-month replacement warranty.**

## 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs 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.**

## Indoor 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply

**Complimentary LED Globes supplied in Deck Lights have a 12-month replacement warranty.**

## LED Globes

Low Voltage models must be used with correct 12v DC or 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 3 Years warranty to apply. Otherwise, the following warranties will apply:

- 8-12hrs of continuous usage, 18 months warranty will apply
- 12-24hrs of continuous usage, 12 months warranty will apply

## For more information Contact Havit Lighting

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