



# PRODUCT WARRANTY

**Date of Issue** April 2014

***This warranty policy is subject to our 'Terms and Conditions of trading' which includes, without prejudice, no liability to consequential costs incurred or arising.***

All new Tamlite Lighting products are supplied with a Statutory 1 year warranty for any inherent defect arising in that period. Depending on circumstances, and entirely at the discretion of Tamlite Lighting, any suspect product may be investigated in situ or on site, or returned to our premises. Items will then either be repaired free of charge, or replaced and invoiced via our authorised distributor, pending return of the impaired unit[s] for subsequent credit.



All electronic ballasts for fluorescent lighting, and electronic drivers for LED which fall under the Tamlite Lighting **INFINITY ASSURED** scheme, are eligible for a 5 years warranty by the branded component manufacturers which we support. This comprises parts for the 5 years duration, and on-own-premises labour – i.e. a return to base Tamlite Lighting – for our own personnel's labour incurred in dismantling, inspection, and any subsequent rectification of the lighting apparatus. The warranty does not apply to light sources. Nor does it apply to other consumables including glow starter switches for magnetic choke circuits, or batteries of any type used in emergency lighting models.

With regard to LED products, the operational warranty is offered on the basis of life time expectancy of the LED boards to a maximum of 5 years based upon 4,000 burning hours per annum, or a lighting [lumen] performance guarantee up to 50,000 hours at B50/L70 [i.e. 50% of the batch giving 70% of the light at the time limit], again subject to a maximum period of 5 years.

Products from our EURO, ECO and VAL ranges are exempt from the above extensions, though all are covered under Statutory 1 year warranty. LED products not included in the Tamlite Lighting **INFINITY ASSURED** scheme are also exempt of the above extensions, though again covered under Statutory 1 year warranty

All extended warranty periods mentioned are subjected to Tamlite Lighting having full access to the product for verification of non-compliance. Warranty claims have to be reported and specifying at least the following information in conjunction with returned product:

- Installation date and exact site address location
- Details of the failed products
- Detailed problem description, number, and percentage of failures
- Application, hours burned, and number of switching cycles

Where a warranty claim is justified, Tamlite Lighting may pay reasonable freight expenses. In the event of 'no fault found' Tamlite Lighting may charge for returned products that are not found to be defective.

Products against which a claim is made in the extended warranty period will be considered subject to their return and completion of functional testing assessment. If the test conclusion identifies a 'manufacturing or component defect' falling under the warranty terms umbrella, we will then provide a report and action commercially as detailed earlier in this warranty policy.

Should the test conclusion identify failure of product or components due to 'act of God', site [environmental, electrical or other local effect], or installation contribution in any way, shape or form [from failed maintenance regimes to outright product 'interference' for example], then no associated costs can be paid, no repair or credit made, and any requested replacement products provided will be invoiced via our distributor accordingly, with no recourse for credit. The customer should please verify all such matters prior to calling upon Tamlite Lighting, and that process must include external wiring, programming and commissioning of lighting controls, and the expiry of aforementioned consumables for example.

The technical nature and manufacture of the components used in some electronic 'HF' fluorescent fittings and electronic LED drivers [indeed, LED 'light engine' boards] often allow a 'plug-in' diagnostics function to access operational history at the Tamlite Lighting test laboratory. Thus the parameters in which an item has been functioning can be established, which could have a bearing on any warranty conclusions drawn and decisions

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***Comprehensive advice on all matters relating to equipment supplied by Tamlite Lighting is freely provided by our Technical Department***

**Tamlite Technical**  
Stafford Park 12, Telford,  
Shropshire TF3 3BJ

T. 01952 292441  
F. 01952 292155  
E. [technical@tamlite.co.uk](mailto:technical@tamlite.co.uk)