

5 Year Extended Warranty

Lumenpulse AlphaLED Ltd guarantees AlphaLED branded products and associated drivers for 5 years.

The Guarantee

No noticeable colour shift and a maximum of 5% lumen loss across the installation, within five years from date of supply.

Conditions

All products sold are recorded in accordance with Lumenpulse AlphaLED Ltd purchase records and where applicable project name references.

Customers' statutory rights are not affected by this Guarantee.

The guarantee covers the product only. Lumenpulse AlphaLED Ltd is not liable for any additional costs or consequential losses incurred. Lumenpulse AlphaLED Ltd cannot accept liability for damaged products after safe delivery has been accepted. The customer must carry out an examination when the product is delivered and any damage must be reported within 24 hours. The product must be installed by a qualified electrician in accordance with the recommended installation instruction.

The guarantee is only applicable to full luminaire package, as normally supplied by Lumenpulse AlphaLED Ltd. Any parts or subassemblies supplied for use with customer's own equipment are not covered by our warranty. The guarantee will not cover any failures due to misuse, tampering or inappropriate installation. Note - Emergency Packs have a three year warranty – Batteries are considered consumable items and have a 12 month warranty only.

Any returns must be agreed and authorised by Lumenpulse AlphaLED Ltd prior to return.

Incident Reporting

All suspected product failures must be notified in advance by email to the Manchester Inside Sales Team at Lumenalpha@lumenpulse.com

Any returns requests must quote the Lumenpulse AlphaLED product reference model number, original purchase information, date of purchase and the order reference together with a description of the problem. If validated an incident code number will be issued.

All returned items must be clearly identified by the incident code number issued.

Shipping of authorised returns to Lumenpulse AlphaLED Ltd is the responsibility of the customer and any damage during transit will not be covered by the guarantee. Any repaired and replaced item will be shipped back to the customer free of charge (UK mainland only).