



# **PRODUCT WARRANTY**

2024 / 2025

# PRODUCT WARRANTY



## SUMMARY OF WARRANTY BY PRODUCT CATEGORY

Regent Lighting Solutions will guarantee the following product groups from the date of purchase against faulty workmanship or materials as stated below and subject to the Terms and Conditions following:

PRODUCT CATEGORY	STRUCTURAL WARRANTY	POWDER COATING	ELECTRICAL WARRANTY	
			LED	LED POWER SUPPLY
Amenity Lighting	10 Years	5 Years	50 000 hrs	5 Years
Urban Light Elements	10 Years	5 Years	50 000 hrs	5 Years
Wall Lights	10 Years	5 Years	50 000 hrs	5 Years
Ceiling Lights	10 Years	5 Years	50 000 hrs	5 Years
Bulkheads	10 Years	5 Years	50 000 hrs	5 Years
Bollards	10 Years	5 Years	50 000 hrs	5 Years
Accent Lighting	10 Years	5 Years	50 000 hrs	5 Years
Industrial Lighting	10 Years	5 Years	50 000 hrs	5 Years
Interior Lighting	10 Years	5 Years	50 000 hrs	5 Years
Aluminium poles and accessories	10 Years	5 Years	N/A	N/A
Galvanised steel poles and accessories	10 Years	5 Years	N/A	N/A
Specials	10 Years	5 Years	50 000 hrs	5 Years

**NOTE:** Enclosed GU10 LED lamps **2 year warranty**



# PRODUCT WARRANTY



## REGENT LIGHTING SOLUTIONS LOCAL/NATIONAL PRODUCT WARRANTY TERMS AND CONDITIONS:

1. All warranty claims are subject to manufacturer's review and acceptance.
2. Regent Lighting Solutions warrants that it uses care and skill to ensure that its lighting products are of a high quality. Regent Lighting Solutions will at its cost and in its sole discretion:
  - a. Remedy any defect or fault in any product purchased; or
  - b. Replace any product in respect of which there is a defect or fault, during the warranty period, provided that written notice is given by the Purchaser to Regent Lighting Solutions of any such defect or fault in the product as soon as the Purchaser becomes aware of that fault or defect. All warranty claims must be returned to Regent Lighting Solutions for assessment with an invoice or other proof of payment. No warranty is given in respect of any glass contained in any product. We offer a 5 year guarantee on our acrylic and on our spheres.
3. Regent Lighting Solutions has no liability to remedy any defect in a product or replace a product where the defect or fault is caused or contributed to by
  - a. All products should be installed professionally in accordance with the installation instructions. If these instructions are not available, it should be requested from Regent lighting solutions.
  - b. Use the product in a manner or for a purpose for which it was not designed.
  - c. Electrical faults caused by voltage surge/spikes exceeding the specification of the product, 220/240 +/-10% either way.
  - d. If product is used outside the electrical specification of the product.
  - e. The warranty will be void should the products be subjected to any mechanical and/or chemical stresses.
  - f. Fittings must not operate in an ambient temperature higher than 40°C.
4. All site application or installation must reflect these procedures otherwise the product warranty will be considered void or will not take effect.
5. The warranty will be void if any products are repaired or modified by anyone except Regent Lighting Solutions itself or troubleshooting without the prior written consent of Regent Lighting Solutions. In no event will Regent Lighting Solutions be liable to the Purchaser for any damages, including lost profits, lost savings or any other incidental or consequential damages arising out of the use or inability to use the product or any claim by any other party. All claims are limited to the repair or the replacement of the products only and do not include any labour or transportation charges. The entire risk as to the use and performance of the product is assumed by the Purchaser.
6. In the case where warranty is void, the liability will fall on the purchaser to pay for any repairs/replacements required.
7. Power tools shall not be used to tighten or assemble products. Any damage claim or product failure associated to this matter will be promptly dismissed or rejected. In the case where warranty is void, the liability will fall on the purchaser to pay for any repairs/replacements required.



# PRODUCT WARRANTY



8. All installations shall be performed in accordance with the local, provincial and country electrical code. Appropriate regulatory authorities should be consulted where required.
9. Regent Lighting Solution's products have been factory tested, documented in the catalogue and/or listed by governing bodies or public safety agencies to comply with rules and regulations in effect at the time of registration. Product must therefore be used within the parameters and selection must be exercised accordingly by consultants and lighting professionals to extend and preserve safety during the installation and thereafter.
10. All items must be properly grounded and all installations should be performed by a professional electrician and or a duly licensed contractor carrying proper liability insurance.
11. All information supplied by Regent Lighting Solution's representatives shall be reflected in the catalogue or verified with Regent Lighting Solutions directly if it deviates from the primary intended use of a specific product or the product limitations.
12. All installation matters and failures related to installation matters will be in the installer's responsibility and will remain so throughout the life of the product.
13. Component replacement parts must be respected throughout the product life.
14. There is no warranty offered on lamps other than the lamp manufacturer's warranty.
15. All our powder coating is done according to SABS specifications and we offer a 5-year guarantee on our powder coating. Fading and discoloration will occur due to the elements however this is not covered under the guarantee.
16. Regent Lighting Solutions accepts no responsibility for damage to any ancillary equipment or inconvenience caused by the failure of our products.
17. Regent Lighting Solutions reserves the right to alter fittings or specifications at any time.
18. Warranty Void if fittings are hot plugged or worked on whilst live, the secondary output of the power supply cannot be connected directly to LED Boards whilst the power supply is live.
19. In the case where the fittings are installed in an external application, it is the responsibility of the purchaser to ensure that the LED's are not operational during daytime by means of a timer/light sensor.
20. Where specifically required, the warranty will strictly apply only when maintenance is performed in accordance with specifications outlined by Regent Lighting Solutions. Fittings installed on the coast require natural rain to wash off the salt residue, if undercover and sea facing the salt residue must be washed or wiped off manually as the salt will cause damage over a period of time.
21. Surge protection is installed on all external LED fixtures not attached to a building, protection rating up to 10kA. Any surges above these parameters will fall outside the product warranty.
22. The Galvanised pole designs meet all the minimum strength requirements in accordance with SANS 0225:1991 and addresses all relevant criteria of the SABS 0225/1991 Standard.
23. Hot Dip Galvanising done in accordance with ISO 1461.
24. 5 years warranty is conditional based on an operating time of 5000 hours per year with a mean nominal failure rate is 0.2%/1,000 hours of operation.
25. Guarantees: Any faulty luminaire, or electronic component can be returned to our warehouse for evaluation to assess the reason for the fault. We will gladly replace or repair faulty items within the guarantee period if it is a genuine product failure, refer to our detailed terms and conditions for further clarification.



# PRODUCT WARRANTY



- 26.** Service Calls: Should you require an on-site service call; we will gladly provide you with a quotation based on the distance to be travelled and a fixed hourly rate. No service charge will be attached for a service callout if it is found that Regent Lighting was at fault. A Maintenance Request Form has to be completed and a service will only be attended to once we receive the completed form. Should Luminaires be mounted at heights above 3.5m or be in areas that are not accessible with a standard 8ft ladder, then access will need to be provided for the service technician by the client.
- 27.** Returns: As we manufacture to order, it will be at the Company's discretion whether we accept returns. This decision will be based on whether we would be able to resell the product. For this reason, we cannot accept any returns on Non-standard colour, bespoke products or buy-out items. Please contact your sales consultant for authorisation prior to returning goods, along with a copy of the invoice and reason for return. Goods must be returned within 60 days of invoicing, unused, undamaged and in its original packaging. Handling fees may apply.
- 28.** For international clients, refer to RLS International Product warranty terms.



# PRODUCT WARRANTY



## REGENT LIGHTING SOLUTIONS EMERGENCY GEAR WARRANTY TERMS AND CONDITIONS:

1. **Regent Lighting Solutions** warrants that the goods sold will be free from defects in materials and workmanship, under normal use and service, for the appropriate warranty period as set out per product range in this warranty statement.
2. **Regent Lighting Solutions** sole obligation under its warranty periods shall be, at its option to repair, without charge, any defective component part of such product, within a reasonable time period, or to credit the buyers account with the market-related value.
3. **Regent Lighting Solutions** shall not be liable to repair or replace any goods that have been:
  - altered or repaired by any party other than Regent personal.
  - used in the incorrect application from what the product datasheet and label specifies
  - visibly opened, broken seal, defaced, tampered with
  - neglected or physically damaged
  - damaged due to unstable mains supply on site
  - incorrectly wired
  - allowed to operate outside of its stated operating temperatures
4. Battery warranties are subject to excessive cycling, caused from reoccurring power failures, which will lead to premature failure of the battery.
5. Should a product be replaced or repaired during its Warranty period, the replacement or repaired product will then carry out the initial Warranty period from date of initial purchase.
6. **Emergency Gear** product Warranties are listed below per range:

Inverters	2 – 5 Years (Product Dependent)
Occupancy Sensors	2 Years
Exit Signs	2 Years
Li-ion Batteries	2 Years or 600 cycles – <i>whichever is achieved first</i>



# PRODUCT WARRANTY



## **REGENT LIGHTING SOLUTIONS INTERNATIONAL PRODUCT WARRANTY TERMS AND CONDITIONS:**

In addition to the above terms and conditions, the below applies to all international product warranty claims.

1. All fixtures are compliant to South African standards, if there are any other standards to which the fixtures need to adhere to, it will be the responsibility of the purchaser to pay for all costs associated with the test.
2. Only qualified electricians may inspect and install Regent Lighting products.
3. For any international claims, Regent Lighting consultants should be contacted first before attempting to fix or return any faulty products and an international claim form should be fully completed.
4. International transport costs will be evaluated and allocated based on the claimed fault.
5. On identification that the warranty is void, the purchaser will be liable for all costs associated with the warranty claim.
6. Claims will not be paid on a direct basis.
7. It is the responsibility of the purchaser to ensure that all power requirements are met and comply with Regent Lightings product specifications.
8. It is the responsibility of the purchaser to ensure proper handling and transportation of the product.

