



# **PRODUCT WARRANTY**

## **STREET LIGHTING**

2023 / 2024



## SUMMARY OF WARRANTY

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	HID / CFL	FLUORESCENT
Street Lights	15 Year*	15 Year*	100 000 hrs	15year* 100 000 hrs	N/A	N/A

## REGENT LIGHTING SOLUTIONS 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.
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.
4. 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.

5. 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.
6. All installations shall be performed in accordance with the local, provincial and country electrical code. Appropriate regulatory authorities should be consulted where required.
7. 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.
8. 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.
9. 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.
10. 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.
11. All our powder coating is done according to SABS specifications and we offer a 15-year guarantee on our powder coating. Fading and discoloration will occur due to the elements however this is not covered under the guarantee.
12. Regent Lighting Solutions accepts no responsibility for damage to any ancillary equipment or inconvenience caused by the failure of our products.
13. Regent Lighting Solutions reserves the right to alter fittings or specifications at any time.
14. 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.
15. In the case where the fittings are installed in an external application, it is the responsibility of the purchaser to ensure that the LEDs are not operational during daytime by means of a timer/light sensor.
16. 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.
17. 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.



18. 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.
19. Hot Dip Galvanising done in accordance with ISO 1461.
20. \*Street lights guarantee for 15 years 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.
21. \*It is the responsibility of the client to ensure that input voltage is regulated to be within the driver specifications, i.e., 220-240V.
22. \*Photocells and other electronic devices connected via NEMA sockets or Zhaga book 18 sockets should be replaced at least once within the 15-year period.
23. All site application or installation must reflect these procedures otherwise the product warranty will be considered void or will not take effect.
24. Where products are installed at heights of greater than 5 meters or where other specialized lifting equipment may be required, it is the responsibility of the purchaser to supply/pay for such access.
25. All fixtures are complaint to South African standards, if there are any other standards which the fixtures need to adhere to, it will be the responsibility of the purchaser to pay for all costs associated with the test.
26. Only qualified electricians may inspect and install Regent Lighting products.
27. International transport cost will be evaluated and allocated based on the claimed fault.
28. On identification that the warranty is void, the purchaser will be liable for all costs associated with warranty claim.
29. Claims will not be paid on a direct basis.
30. It is the responsibility of the purchaser to ensure that all power requirements are met and comply to Regent Lightings product specifications.
31. It is the responsibility of the purchaser to ensure proper handling and transportation of the product after the goods are received from Regent Lighting Solutions.

